

**Results of the  
2001 Community Group Satisfaction Survey  
of Services Provided by the  
City of Detroit Recreation Department**

## **I. Objective**

To analyze the results of a survey of community groups that are actively involved with the City of Detroit's Recreation Department.

## **II. Background**

Jefferson Wells International (JWI) was engaged to study the services offered by the City of Detroit Recreation Department, identify community groups actively working with the Recreation Department, create a survey document to capture community group satisfaction with the Recreation Department, and to compile and analyze the survey results.

JWI personnel participated in the Office of the Auditor General's (OAG) initial audit interviews with Recreation Department personnel and accompanied OAG staff on a tour of several Recreation Centers to gain an understanding of the services provided by the Recreation Department. Through interviews with Recreation Department personnel and the leadership of the Youth Sports and Recreation Commission, many community groups with recreation interests were identified. Leaders of a number of community groups were contacted and interviewed by phone to determine the nature and the extent of their involvement with the City of Detroit Recreation Department. Through the interview process, four broad types of community groups were identified: Recreation Center Advisory Councils, Park Advisory Councils and Adopt A Park groups, Sports Leagues and Environmental groups.

The intent of the survey was to gather opinions and ideas from those personally involved with recreation delivery, not recreation users. Because not all community groups were contacted and because the community groups that were asked to participate were not randomly selected, it is understood that the survey results show a representation of opinions that cannot be interpreted to be statistically representative of the opinions of all community groups having dealings with the Recreation Department. Community group selection for survey participation was based on (1) the type of group, (2) the intensity of interaction with the Recreation Department, (2) the monthly meeting dates and times, (3) the number of members anticipated to attend meetings, and (4) the group's willingness to participate in the survey process.

Customer satisfaction survey methods, specifically those that had been conducted to measure user satisfaction of governmental or non-profit services, were researched. It was found that surveys of recreation satisfaction have been conducted successfully using the SERVQUAL method, which captures participant expectations of service delivery as well as their satisfaction with the service they receive. The survey document that was developed and used by the OAG and JWI to capture community group satisfaction is a modified version of the SERVQUAL method.

The survey document was three pages long and consisted of the following sections/questions:

1. Demographics / identifying information about the program and facility / park used
2. Frequency of Recreation Department facility usage
3. Overall service quality rating of the Recreation Department
4. Ranking of the importance of five service quality attributes to recreation service delivery. The attributes ranked are: Assurance, Empathy, Reliability, Responsiveness and Tangibles
5. Six short answer questions

6. Performance rating questions that varied slightly by community group type
7. Comments on any low rating scores.

Surveys were distributed via direct mailing to group contacts for self-administration or by attendance at the group's monthly meeting. Joseph Harris, Auditor General, attended 12 scheduled group meetings between February and April 2001. Through this process, Mr. Harris was invited to attend two larger group meetings: The 2<sup>nd</sup> Annual Volunteer Leadership Conference on March 31, 2001 and a M.O.S.E.S. meeting on April 3. By May 10, 2001, 113 surveys had been returned.

The OAG and JWI would like to thank the following community groups for participating in the Community Group Satisfaction Survey process:

American Heritage River Initiative  
Anderson Memorial COGIC  
Cannon Advisory Council  
Clark Park Coalition  
Clemente Advisory Council  
Considine Advisory Council  
Creeside Community Development  
Detroit Garden Center  
Eastside Unity Association  
Friends of Belle Isle  
Greening of Detroit  
M.O.R.S. (Mound – Outer Drive – Ryan – Seven Mile)  
M.O.S.E.S. (Metropolitan Organizing Strategy Enabling Strength)  
National Wildlife Federation, Great Lakes Regional Office  
Neighbors United  
Tri-City Diamond Coalition  
Tri-City Soccer Coalition  
Tri-City Diversity Coalition  
Volunteer Leadership Conference Attendees  
Young Advisory Council  
Youth Sports and Recreation Commission

The analysis of the survey was performed, with results tabulated by community group type. The results from Park groups and Recreation Center Advisory Councils were combined due to a low response rate from the Recreation Center Advisory Councils.

### III. Environmental Group Community Group Survey Analysis

Environmental group names and contacts were obtained from the Recreation Department. Contacts at the American Heritage River Initiative, the Greening of Detroit, and the National Wildlife Federation were mailed surveys, which they distributed to staff members and key volunteers. The Detroit Garden Center surveys were hand delivered for distribution at their February Board of Directors meeting, and Mr. Harris attended the Friends of Belle Isle monthly Board of Directors meeting in March. A total of nineteen Environmental group surveys were returned.

#### A. Overall Rating

On an overall basis, Environmental groups rated the City's Recreation Department at 3.2632, which is above the midpoint score of 3. This rating is the highest scored by the three community group types.

The surveyed Environmental groups partner with the Recreation Department to obtain funding for a specific project, such as the Greenways project along the Detroit River or the breakwater at Riverside Park, or work towards a specific goal, such as reforestation of the City or obtaining funding for shelters at the Belle Isle bus stops. Most of the survey groups' activities are focused on Belle Isle or the Detroit River, and the responses were received from paid staff members or members of the Board of Directors, some of whom have close dealing with the leadership of the Recreation Department, rather than the volunteers who attend the Environmental group's events.

The chart below shows the distribution of the Environmental group respondent's ratings of the Recreation Department:

	1	2	3	4	5	
Rating	Extremely Poor	Poor	Average	Good	Very Good	Not ranked
# of Respondents	1	2	9	5	2	0

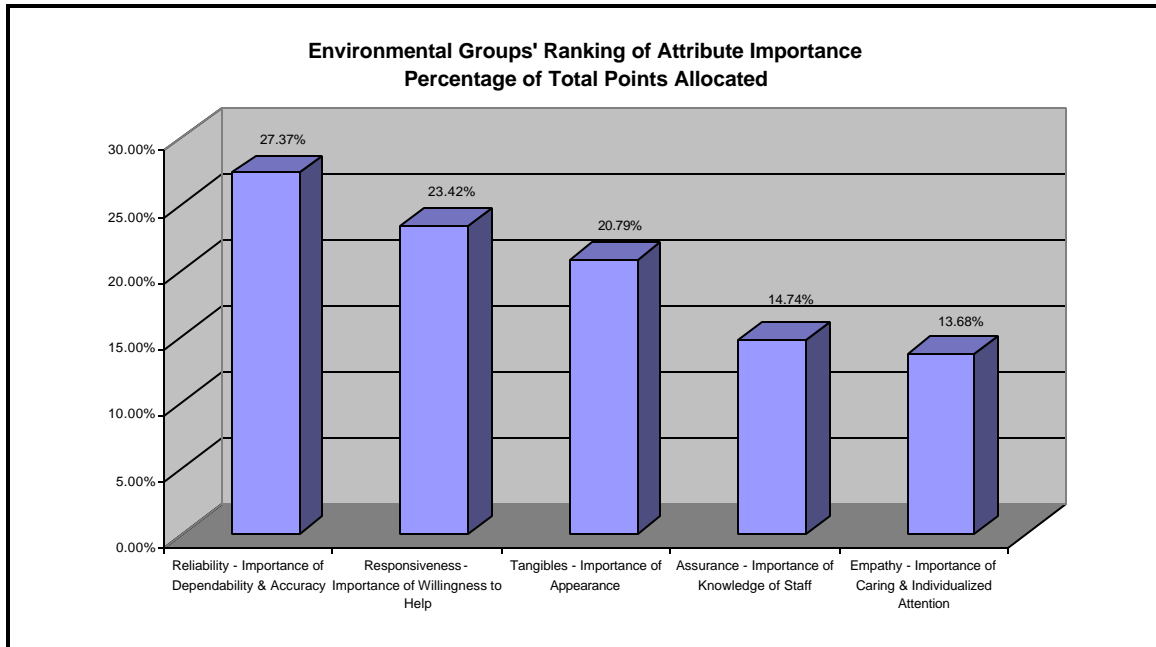
#### B. Importance of Service Quality Attributes

Respondents were asked to allocate 100 points between five service quality attributes based on their importance in providing quality recreation services. The service quality attributes are:

- ◆ Assurance – The knowledge of the Recreation Department's staff and their ability to convey trust and confidence
- ◆ Empathy – The caring and individualized attention that the Recreation Department provides its users
- ◆ Reliability – The ability to perform the promised service dependably and accurately
- ◆ Responsiveness – The willingness to help the user and to provide prompt service
- ◆ Tangibles – The appearance of the physical facilities, personnel, and communications materials (e.g. forms, signs, brochures, etc.).

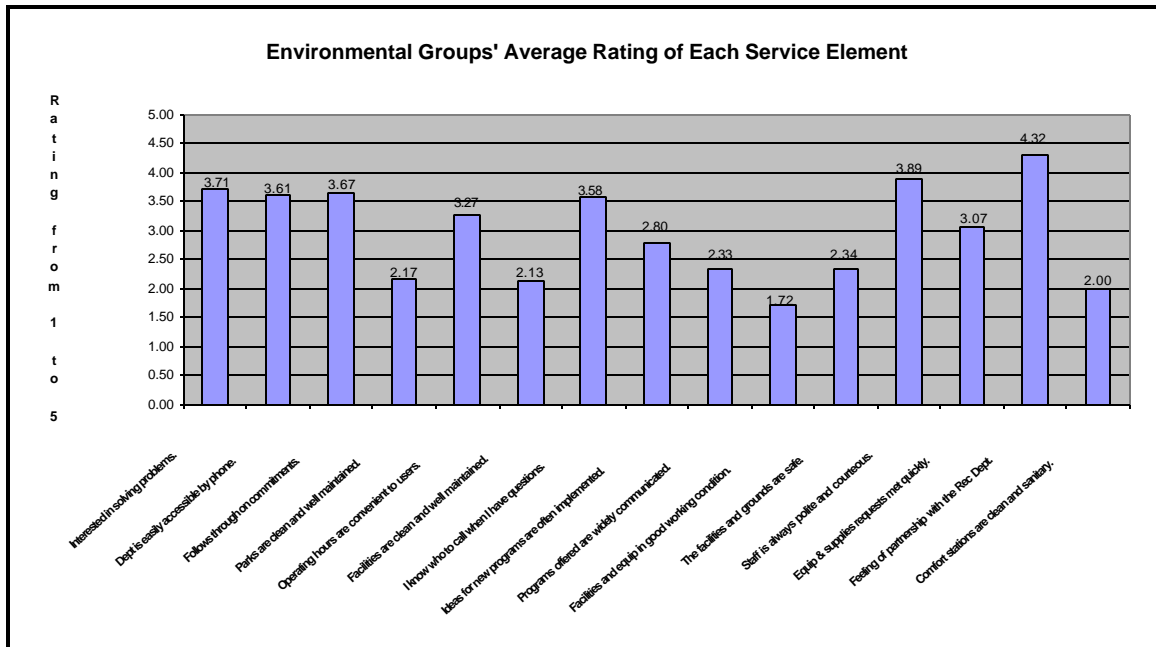
If each of the five attributes were thought to be of equal value, the score allocated to each attribute would be 20, or 20% of the total points. Because attributes were determined to be of varying importance to the respondent, some scores were increased while others were decreased.

All Environmental group respondents answered this question and allocated the proper number of points. The attributes of reliability, responsiveness and tangibles were scored as more important, or above 20%, while the attributes of assurance and empathy ranked as less important. The chart below shows the Environmental groups' attribute ranking from high to low importance.



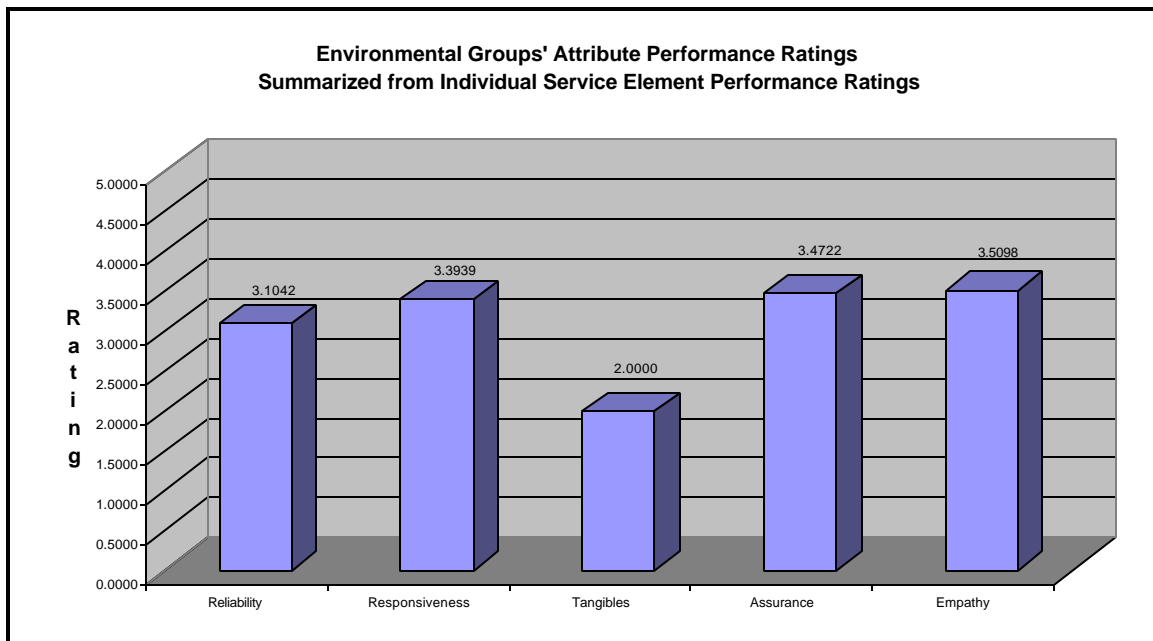
### C. Rating Specific Service Elements

Environmental group respondents were asked to rate the Recreation Department on 15 specific questions using a scale of 1 (low) to 5 (high). Respondents could circle "n/a" if they thought that the question did not apply to their experiences, or leave the rating blank. The chart below shows the questions that were posed to the Environmental groups and the average rating that the question received. The Environmental groups' average rating for all 15 questions was 3.02, which is 7% less than the awarded overall Recreation Department rating of 3.25. Average scores on individual questions ranged from 1.72 to 4.32.



#### D. Attribute Rating

Each of the 15 specific questions was associated with one of the five service quality attributes, and the question average ratings combined to obtain an attribute performance rating. The rating for each attribute is shown in the chart below. It is important to note that the attributes receiving the highest importance ranking (reliability, responsiveness and tangibles) are not the attributes that received the highest performance rating (empathy, assurance, responsiveness and reliability).



### E. Importance vs. Performance – Rating the Department

The following quadrant chart shows the correlation between Environmental group's Attribute Importance rankings and Attribute Performance ratings:

#### Environmental Groups – Importance vs. Performance Chart

		Low Importance (Attribute < 20%)	High Importance (Attribute > 20%)
High Score (Rating > 3)	HIGH SCORE & LOW IMPORTANCE	<p>There is a feeling of partnership between my group and the Recreation Department (4.32).</p> <p>Recreation Department staff is always polite and courteous (3.89).</p> <p>Recreation Department staff is interested in solving problems (3.71).</p> <p>I know whom to call when I have questions or need help (3.58).</p>	<p>Recreation staff follows through on commitments (3.67).</p> <p>The Recreation Department is easily accessible by telephone (3.61).</p> <p>Recreation Department operating hours are convenient to all users (3.27).</p> <p>Requests for program equipment and supplies are responded to quickly (3.07).</p>
	LOW SCORE & LOW IMPORTANCE	<p>Ideas for new program offerings are often implemented (2.80).</p> <p>The facilities and grounds are safe (2.34).</p>	<p>Programs offered at Recreation Department parks and facilities are widely communicated to prospective participants (2.33).</p> <p>Parks and grounds and playfields are clean and well maintained (2.17).</p> <p>Facilities are clean and well maintained inside (2.13).</p> <p>Comfort stations are clean and sanitary (2.00).</p> <p>Facilities and equipment are in good working condition (1.72).</p>
Low Score (Rating < 3)	LOW SCORE & HIGH IMPORTANCE		

Items falling in the high importance / high score quadrant are the reliability, responsiveness and tangible activities where the Recreation Department was rated above the midpoint of 3. Accessibility of the department, follow through on commitments and program supplies received above "Average" ratings.

Items falling in the low importance / high score quadrant are assurance and empathy activities where the Recreation Department was rated above the midpoint of 3. Even though performing these activities well, from an Environmental group point of view, the resources that the Recreation Department is using on these areas would be better spent working on the high importance / low score quadrant items. However, a feeling of partnership and a sense of problem solving are important aspects of relationship building. If the Recreation Department stopped doing these things, Environmental groups could find that these activities are also important to service delivery.

Low importance / low score quadrant items highlight assurance and empathy activities where the Recreation Department is performing below the midpoint. From an Environmental group perspective, using resources to raise the performance ratings on these activities will not increase their overall satisfaction level.

Items in the high importance / low score quadrant are those where the Recreation Department should concentrate their efforts to improve Environmental group satisfaction. Items falling in this category are those with below midpoint scores in the reliability, responsiveness and tangible attributes that Environmental group respondents found important to recreation service delivery. Communication of programs; cleanliness and maintenance of parks, grounds, playfields and comfort stations; and equipment maintenance are all areas where Environmental group respondents find that the Recreation Department's service quality is lacking.

Respondents were invited to comment on their low scores. A complete listing of these comments can be found in the appendix to this report. Environmental group respondents pointed to tree maintenance and grass cutting practices, and the lack of comfort station and building maintenance on Belle Isle as their reasons behind low scores.

## **F. Short Answers to Open-Ended Questions**

Survey participants were asked to write responses to six open-ended questions. The responses are listed in their entirety in the appendix. Highlights from the responses are discussed below.

The first question asked the respondent to define the role of the Recreation Department in providing recreation to the Citizens of Detroit. Maintenance of existing facilities and parks, and providing programming at community centers and parks were seen as the primary role of the Recreation Department. Respondents wrote of the requirement to provide both the physical and human infrastructure for programs, and the necessity of providing programming opportunities that engage citizens.

The second question asked what the respondent would say to the Director of the Recreation Department if they had the opportunity to speak with him about recreation services. Several respondents wrote of the need for more resources and funding and that one can tell that Recreation is not high on the City's list of priorities by the condition of the City's flowerbeds. Other respondents wrote of concerns about maintenance, tree planting and park care. Another wrote of ways to encourage community groups to care for Recreation Department facilities.



The third question asked the respondent to identify the biggest challenge facing the Recreation Department. Some feel that that the biggest challenge is budgets, staffing, training, and equipment that works. Others think that servicing the broad recreational user base is most challenging, while another thought that maintaining the broad facility and property base is most challenging. Several commented that motivating employees and improving worker attitude is the biggest challenge facing the Recreation Department.

The fourth question inquired into concerns about the services provided by the Recreation Department. Respondents' concerns include the lack of equipment, the shortage of both money and staff resources and the neglect of trees and park properties. Several respondents commented on the waning commitment from community groups because the department doesn't follow through on their commitments.

The fifth question asked what impressed the respondent most about the Recreation Department. Several respondents mentioned staff and director commitment, cooperation and knowledge. People are impressed with the scope of the duties covered by the Recreation Department and the number of properties they are required to service. Partnership was also mentioned.

The sixth question asked the respondent what facility, program, service, staff or other improvement that they would like the Recreation Department to make. Implementation of the Belle Isle Master Plan as well as operational plans to reforest and maintain buildings were listed. New equipment, training for employees, and litter control were also mentioned.

#### **IV. Park & Recreation Center Group Community Group Survey Analysis**

Separate surveys were created for Recreation Center Advisory Councils and for Park groups, with the Recreation Center survey containing additional questions on the condition of recreation center buildings. Only two Recreation Center Advisory Council surveys were returned, so the additional questions were discarded and their results were compiled with the Park group surveys.

Recreation Center Advisory Council and Adopt a Park group names and contacts were obtained from Recreation Department personnel. The Youth Sports and Recreation Commission supplied the names and contacts of groups active in their Park program. Mr. Harris attended community group monthly meetings and toured several recreation centers. On one of these visits he was asked to bring the survey to the 2<sup>nd</sup> Annual Volunteer Leadership Conference. Both Park and Recreation Center Advisory Council group members completed many Park surveys at the conference. Unfortunately, janitorial personnel discarded an unknown number of surveys before they could be collected. A total of 82 parks and recreation center surveys were returned and included in the results.

##### **A. Overall Rating**

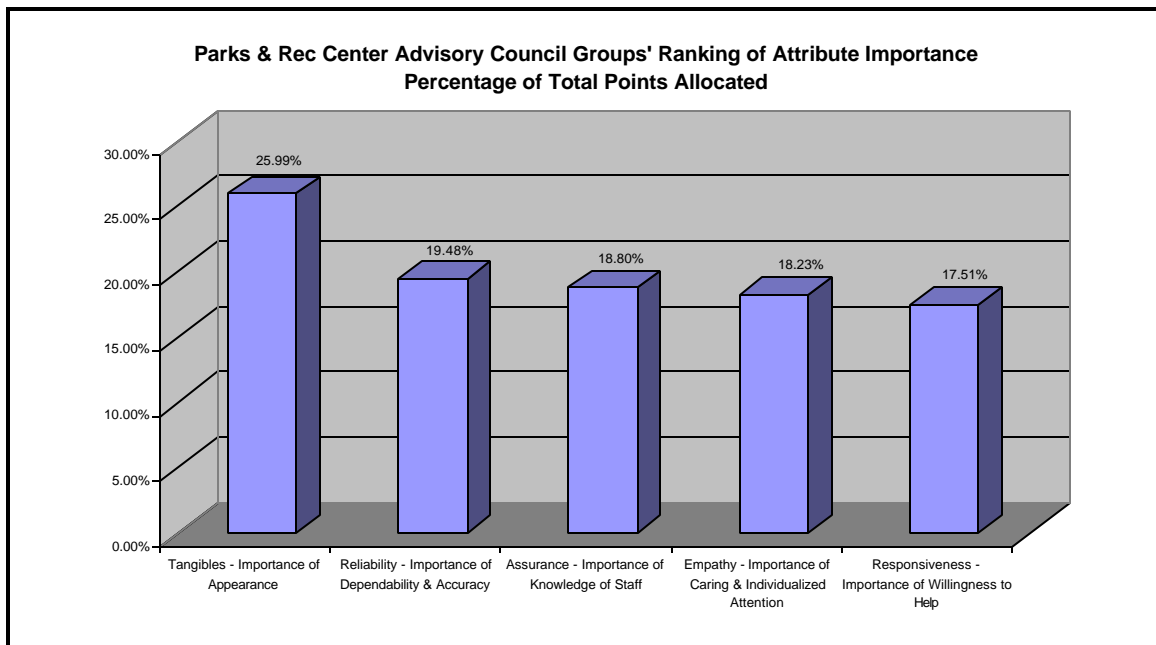
On an overall basis, Park and Recreation Center groups rated the City's Recreation Department at 2.925, which is slightly below the midpoint score of 3. The Recreation Department received ratings that varied from "Extremely Poor" to "Very Good", as shown on the next page.

	1	2	3	4	5	
Rating	Extremely Poor	Poor	Average	Good	Very Good	Not Ranked
# of Respondents	9	19	31	11	10	2

## B. Importance of Service Quality Attributes

Like the Environmental group respondents, Park and Rec Center Advisory Council group members were asked to allocate 100 points to the five service quality attributes based on their importance in providing recreation service. Attributes receiving a score above 20% (1/5) are considered to be of higher importance than the attributes scoring below 20%.

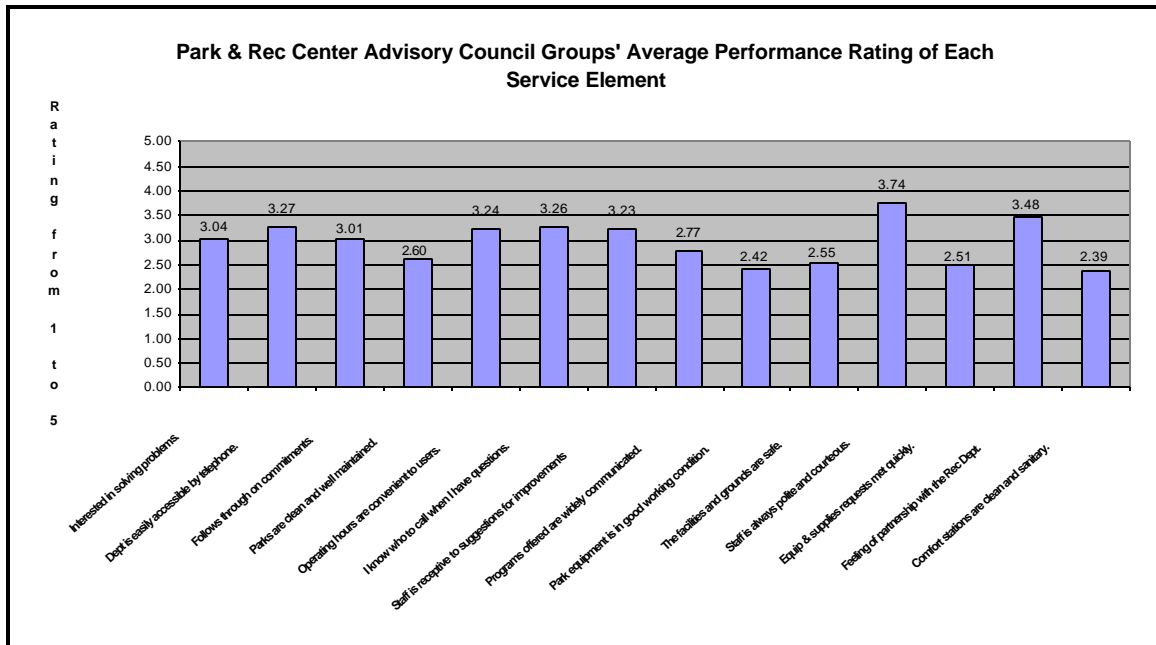
Although not all survey respondents answered this question or allocated the proper number of points, it was possible to weight the responses and calculate the relative importance of each attribute. Only tangibles ranked as high importance; the attributes of reliability, assurance, empathy and responsiveness rated less important. The service quality attributes are shown in order of importance to Park and Rec Center Advisory Council respondents below.



## C. Rating Specific Service Elements

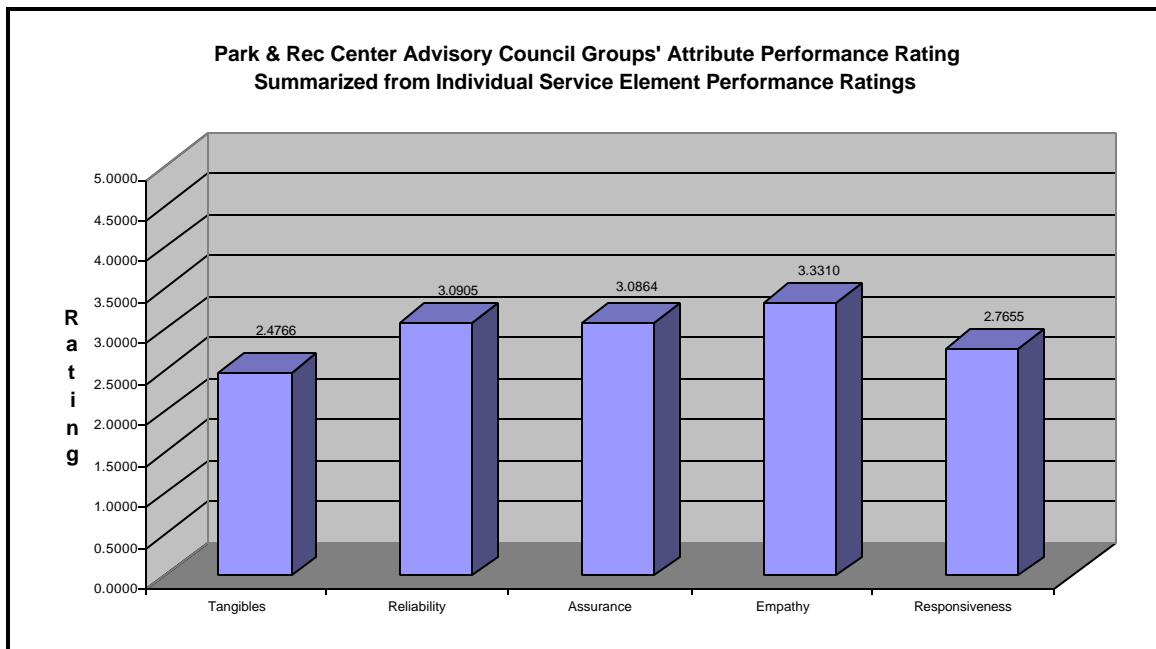
Park groups were asked to rate the Recreation Department on 14 specific questions using a scale of 1 (low) to 5 (high). Recreation Center Advisory Council members were asked to rate the Recreation Department on 16 specific questions. Answers to the two additional questions were discarded when the survey results were combined.

The average score for all questions was 2.97, which varies from the overall department rating of 2.93, by just over 1%. Individual question responses ranged from 2.39 to 3.74. The individual questions and the average rating for each question are shown in the chart that follows.



#### D. Attribute Rating

Like the Environmental groups questions, the Park and Rec Center Advisory Council group question ratings were linked to the five service quality attributes to obtain an overall rating for each service attribute. The attribute ratings are shown below, in the order of importance to the Park and Rec Center groups. It is important to note that the attribute receiving the highest importance ranking (tangibles) scored the lowest performance rating, while the attributes scoring the highest performance ratings (empathy, reliability and assurance) were rated as being of lesser importance.



### E. Importance vs. Performance – Rating the Department

The following quadrant chart shows the correlation between Attribute Importance rankings and Attitude Performance ratings.

#### Park & Rec Center Groups – Importance vs. Performance Chart

		Low Importance (Attribute < 20%)	High Importance (Attribute > 20%)
High Score (Rating > 3)	HIGH SCORE & LOW IMPORTANCE	<p>Recreation Department staff is always polite and courteous (3.74).</p> <p>There is a feeling of partnership between my group and the Recreation Department (3.48).</p> <p>The Recreation Department is easily accessible by telephone (3.27).</p> <p>I know whom to call when I have questions or need help (3.26).</p> <p>Recreation Department operating hours are convenient to all users (3.24).</p> <p>Recreation Department staff is receptive to suggestions for park improvements (3.23).</p> <p>Recreation Department staff is interested in solving problems (3.04).</p> <p>Recreation staff follows through on commitments (3.01).</p>	none
	LOW SCORE & LOW IMPORTANCE	<p>Programs offered at Recreation Department parks and facilities are widely communicated to prospective participants (2.77).</p> <p>The facilities and grounds are safe (2.55).</p> <p>Requests for equipment and supplies are responded to quickly (2.51).</p>	<p>Parks and grounds and playfields are clean and well maintained (2.60).</p> <p>Park equipment is in good working condition (2.42).</p> <p>Comfort stations are clean and sanitary (2.39).</p>
Low Score (Rating < 3)	LOW SCORE & HIGH IMPORTANCE		

There were no items falling in the high importance / high score quadrant. The Recreation Department is not performing above the midpoint on any activity related to the tangibility of recreation service according to Park and Recreation Center Advisory Council group respondents.

Items falling into the low importance / high score quadrant are those activities where the Recreation Department is performing above the midpoint in attributes that the Park and Rec Center Advisory Council group respondents do not feel are as important as tangibles. The Park and Rec Center groups rated the Recreation Department well on a feeling of partnership, knowing who and when to contact the department, showing an interest in solving problems and following through on commitments. Although the respondents recognize and appreciate the “warm and fuzzy” aspects of recreation that fall under the reliability, assurance, empathy and responsiveness service attributes they receive, the respondents would rather see the effort spent on tangible, or physical, areas of recreation.

Low importance / low score quadrant items highlight activities where the Recreation Department is performing below the midpoint in areas that are not considered to be of high importance by the Park and Rec Center Advisory Council group respondents. Work to improve the low ratings on these items should be undertaken after the more pressing issues surrounding physical maintenance and upkeep have been addressed by the Recreation Department.

High importance / low score items are those where the Recreation Department should concentrate their efforts to improve Park and Rec Center Advisory Council group respondents satisfaction. As with the Environmental groups, these respondents note that cleanliness and maintenance of parks, grounds, playfields and comfort stations; and equipment maintenance are all areas where Recreation Department service is lacking and needs to be improved.

Respondents were invited to write comments to explain their low scores. All written comments can be found in the appendix to this report. One Park group respondent noted that due to the department’s lack of money, desire and reality are far apart. Other reasons behind low scores are the lack of experienced and trained staff, lack of interest in solving problems, and the red tape to get anything accomplished. Ideas to improve service quality include increased hours, lights, more grass cuttings and a cleaning of the dirty buildings and grounds.

## **F. Short Answers to Open-Ended Questions**

Highlights of the responses to the open-ended questions follow. The responses are listed in their entirety in the appendix.

The first question asked the respondents to define the role of the Recreation Department in providing recreation to the Citizens of Detroit. Many Park and Rec Center group respondents see the Recreation Department’s role as providing physical space, programs and staff. A response provided by one of the Clark Park Coalition members sums up many other responses: “work with, support, help, actively partner with parks groups to provide the best facility, park environments and programming. Make funding available for maintenance, improvements and staff.” Other respondents noted specific programs that they feel should be provided such as water sports, personal health, ice skating, roller rinks, bike facilities and concession stands.

The second question asked what the respondent would say to the Director of the Recreation Department if they had the opportunity to speak with him about recreation services. Replies focusing on the work force and staff concluded that the Recreation Department needs to: improve staff quality, the staff needs to be full time, and the staff should be given the equipment that they need to do their jobs. Accessibility is a concern, with one respondent stating that: "Recreation should be within walking distance of everyone." Recreation department priorities were questioned by several respondents: money and funding should be secured, innovatively, for recreation; existing properties should be improved and maintained before any new properties are developed; and there needs to be a focus on cleaning and trash pickup.

The third question asked the respondent to identify the biggest challenge facing the Recreation Department. The challenges mentioned most often were funding to maintain and improve properties, as well as staff quality, quantity, dedication and attendance. Other challenges mentioned were: making centers safe havens; developing maintenance plans; and obtaining community participation and cooperation.

The fourth question inquired into concerns about the services provided by the Recreation Department. Some respondents feel that there is not enough community collaboration and that community groups should be allowed to decide the types of programs that are offered. The quantity of motivated staff is a concern, as is Recreation Department response time. Respondents are concerned about the lack of clean parks and on-site maintenance staff, and that centers are not monitored to insure they are providing the services that they should. The fact that center hours are not expanded during school holidays is another concern.

The fifth question asked what impressed the respondent most about the Recreation Department. Park and Rec Center Advisory group respondents stated they were most impressed with the Recreation Department staff who care and get the job done with limited funds, tools, supplies and resources; the staff's willingness to cooperate and to help when asked; and all of the young people who work with kids. Also mentioned was how much the department does with so little; the number of activities that are available for limited fees; and the number of people who attend programs. Respondents recognize that the department is difficult to manage because it is so large and the services are so varied. One respondent is impressed by the possibilities of Recreation Department offerings.

The sixth question asked the respondent what facility, program, service, staff or other improvement they would like the Recreation Department to make. Maintenance, increased program offerings, new buildings and the grass cut all summer were common responses. Many respondents wrote that more educational recreation programs are needed, such as after school homework programs. Others wrote of the need for organized activities on all playgrounds. Some wrote of the training needed to develop a knowledgeable and dedicated staff. Transportation between sites for sports games or to use other facilities or attend programs were also mentioned.

## **V. Sports League Community Group Survey Analysis**

Sports League group names and contacts were obtained from the Youth Sports and Recreation Commission. Several members of the Diamond and Diversity Coalitions

were contacted via mail. Mr. Harris attended the Tri-City Soccer Coalition meeting in March. A total of twelve Sports League surveys were returned.

### A. Overall Rating

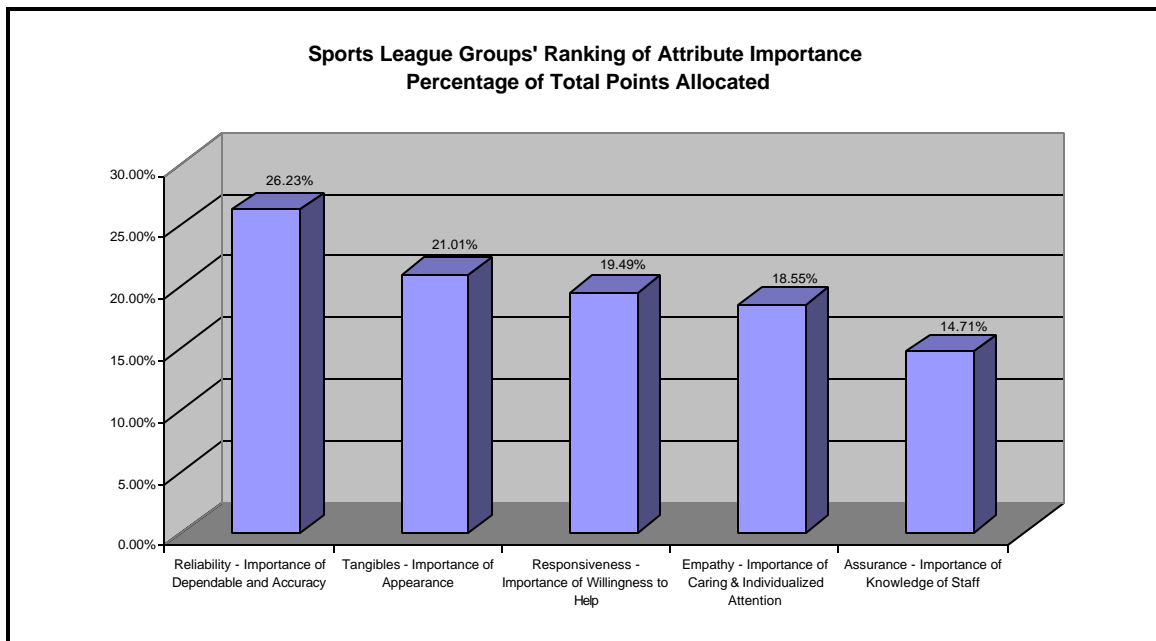
On an overall basis, Sports Leagues rated the city's Recreation Department at 2.21, the lowest rating of the three different community group types and below the midpoint score of 3. The distribution of Sports League ratings varied from "Extremely Poor" to "Very Good" and are as shown below. The 1.5 rating was recorded for a survey where both "1" and "2" were circled.

	1	1.5	2	3	4	5
Rating	Extremely Poor	Very Poor	Poor	Average	Good	Very Good
# of Respondents	4	1	2	4	0	1

### B. Importance of Service Quality Attributes

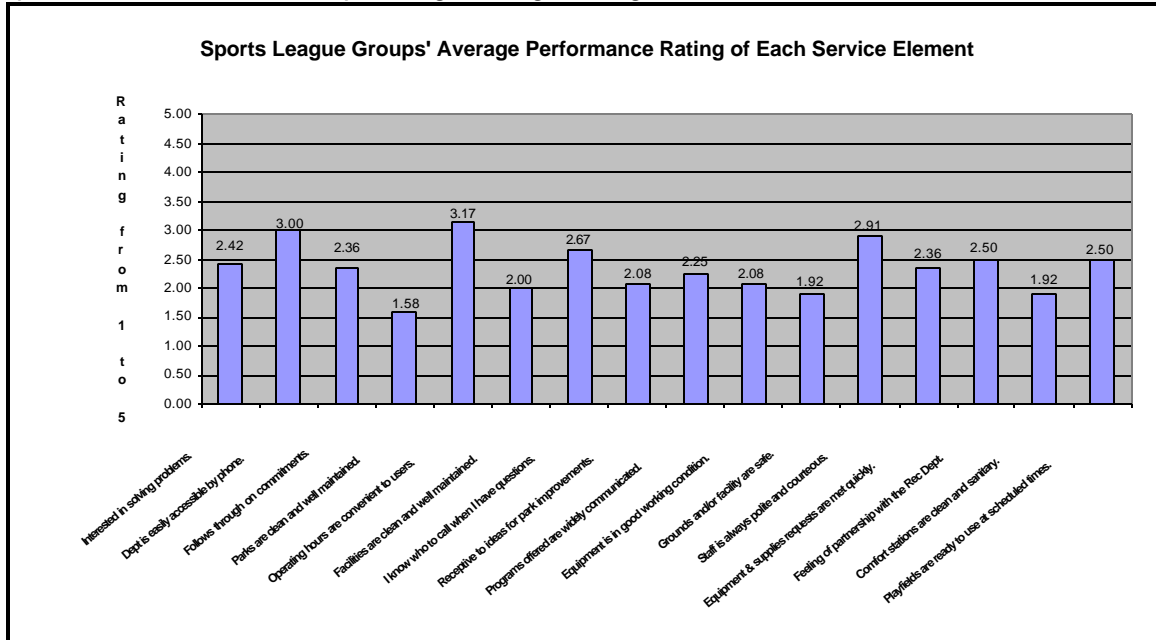
As with the other community group types, Sports League groups were asked to allocate 100 points to the five service quality attributes based on their importance in providing quality recreation service. Again, a score over 20% of the total points allocated is considered to be of higher importance, and a score below 20% of the total points allocated is considered to be of lower importance.

Although not all survey respondents answered this question or allocated the proper number of points, it was possible to weight the responses and determine that the Sports League respondents find the attributes of reliability and tangibles to be most important and the attributes of responsiveness, empathy, and assurance to be less important. The Sports League attribute ratings, from highest to lowest are shown in the chart below.



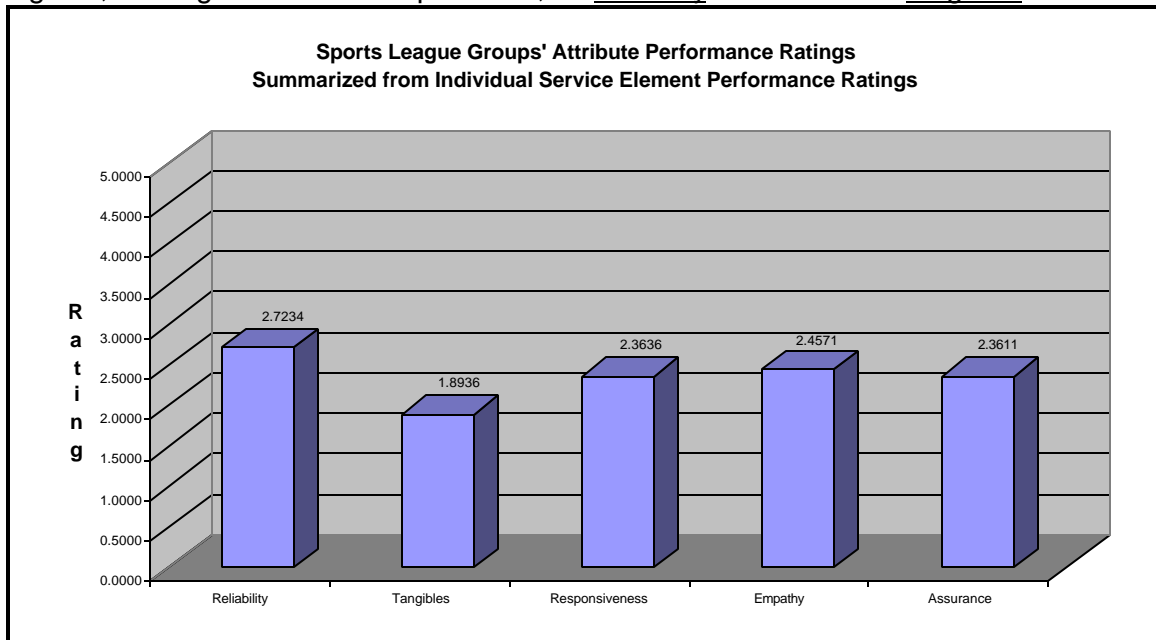
### C. Rating Specific Service Elements

Sports League survey participants were asked to rate the Recreation Department on 16 specific items using a scale of 1 (low) to 5 (high). The average performance rating for all questions was 2.35, a variance of only 6% from the overall department quality of service rating of 2.21. Individual question responses ranged from 1.58 to 3.17. The specific questions and their corresponding average ratings are shown in the chart below.



### D. Attribute Rating

The individual question ratings were linked to one of the five service quality attributes in order to obtain a performance rating by attribute. The attribute ratings are shown below, in order of attribute importance. The Recreation Department performance score is highest, although below the midpoint of 3, on reliability and lowest on tangibles.





### E. Importance vs. Performance – Rating the Department

The following quadrant chart shows the correlation between Attribute Importance ranking and Attribute Performance ratings.

#### Sports League – Importance vs. Performance Chart

Low Importance (Attribute < 20%)		High Importance (Attribute > 20%)	
High Score (Rating > 3)	HIGH SCORE & LOW IMPORTANCE	HIGH SCORE & HIGH IMPORTANCE	
	none	Recreation Department operating hours are convenient to all users (3.17).  The Recreation Department is easily accessible by telephone (3.00).	
Low Score (Rating < 3)	LOW SCORE & LOW IMPORTANCE	LOW SCORE & HIGH IMPORTANCE	
	Recreation Department staff is always polite and courteous (2.91).  I know whom to call when I have questions or need help (2.67).  There is a feeling of partnership between my group and the Recreation Department (2.50).  Recreation Department staff is interested in solving problems (2.42).  Recreation staff follows through on commitments (2.36).  Requests for equipment and supplies are responded to quickly (2.36).  Recreation Department staff is receptive to suggestions for park improvements (2.08).  The grounds and/or facility are safe (1.92).	Playfields and/or courts are ready to use at scheduled game times (2.50).  Programs offered at Recreation Department parks and facilities are widely communicated to prospective participants (2.25).  Equipment is in good working condition (2.08).  Facilities are clean and well maintained inside (2.00).  Comfort stations are clean and sanitary (1.92).  Parks and grounds are clean and well maintained (1.58).	

Items falling in the high importance / high score quadrant are those reliability and tangible activities where the Recreation Department scored above the midpoint. Sports League respondents feel that Recreation Department hours and accessibility fit into this category.

No items fell into the low importance / high score quadrant.

Many items fell into the low importance / low score quadrant. All responsiveness, empathy and assurance activities received ratings below the midpoint. Problem solving, following through on commitments, and generating a feeling of partnership are all activities where the Recreation Department scored below the midpoint.

Individual items appearing in the high importance / low score quadrant indicate service improvement opportunities for the Recreation Department. Sports league respondents are concerned with reliability and tangibles. Respondents want the fields to be in good, playable condition when they arrive for their scheduled games, as indicated by the 1.58 performance rating given on the question regarding clean and well maintained grounds.

Survey respondents were invited to comment on low rating scores. All comments appear in the appendix to this report. Regarding maintenance, the following comments were received:

- ◆ Grounds are in miserable shape, particularly at neighborhood parks.
- ◆ Dept. staff (especially leadership) seems only interested in Rec. Dept's plans for parks.
- ◆ Bleachers & fences are embarrassingly dangerous.
- ◆ There is no service.
- ◆ We need help in maintaining our recreation facilities!
- ◆ We have totally given up expecting any services from Detroit Parks and Recreation.
- ◆ They need more effort on keeping parks up.
- ◆ As stated before, we need more restrooms, water fountains
- ◆ Litter, litter, litter and lack of (clean) port-a-potty during games

## **F. Short Answers to Open-Ended Questions**

Highlights of the responses to the open-ended question responses follow. The responses are listed in their entirety in the appendix.

The first question asked respondents to define the role of the Recreation Department in providing recreation to the Citizens of Detroit. Sports League respondents stated that recreation should be recognized as being important to citizens, especially youth. Although respondents differed in their opinions of whether the Recreation Department should be providing programming, several respondents stated that it is the Recreation Department's responsibility to provide the necessary parts to perform recreational activities, such as clean facilities, parks, fields, and equipment.

The second question asked what the respondent would say to the Director of the Recreation Department if they had the opportunity to speak with him about recreation services. Respondents stated that the fields are embarrassing for hosting tournaments, and that the fields should be improved to be comparable to suburban fields. In addition, efforts should be made to improve recreation each year.

The third question asked the respondent to identify the biggest challenge facing the Recreation Department. Sports League respondents indicate that the biggest challenge facing the Recreation Department is money. Another challenge recognized is getting the recreation facilities up to “par,” and then maintaining them.

The fourth question inquired into concerns about the services provided by the Recreation Department. Sports League respondents voiced concerns about the recreation services provided, including programming. Specifically, the respondents mentioned that the programs are not responsive to citizens needs, that there is a redundancy between public school and city offering, that the recreation centers are not open every day, and that there are not enough programs offered in the summer. Sports League respondents are also concerned about management, including a lack of accountability and no pre-planning for summer activities.

The fifth question asked what impressed the respondent most about the Recreation Department. Sports League respondents mentioned being impressed by the staff’s willingness to help and the willingness to sway from standard practices to do what’s right for the kids. Also mentioned are the potential of the parks and the dreams to make recreation better within the City.

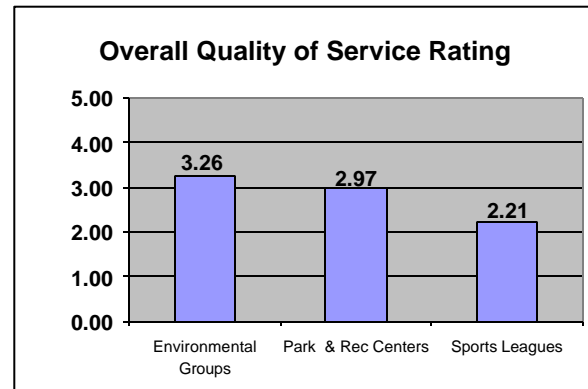
The sixth question asked the respondent what facility, program, service, staff or other improvement that they would like the Recreation Department to make. Sports League respondents mentioned field renovations, building concessions, help running programs out of the Recreation Centers, and fan seating. Community involvement and recreation in communities were also mentioned.

## VI. Overall Analysis of Results

“Overall Quality of Service” rating results varied significantly between the community group types, with Environmental groups rating the department at 3.26, Park and Recreation Center Advisory Council groups rating the department at 2.97, and Sports Leagues rating the department at 2.21.

The difference between the 3.26 rating given to the Recreation Department by Environmental groups and the 2.21 rating given by the Sports Leagues raise several questions. Do

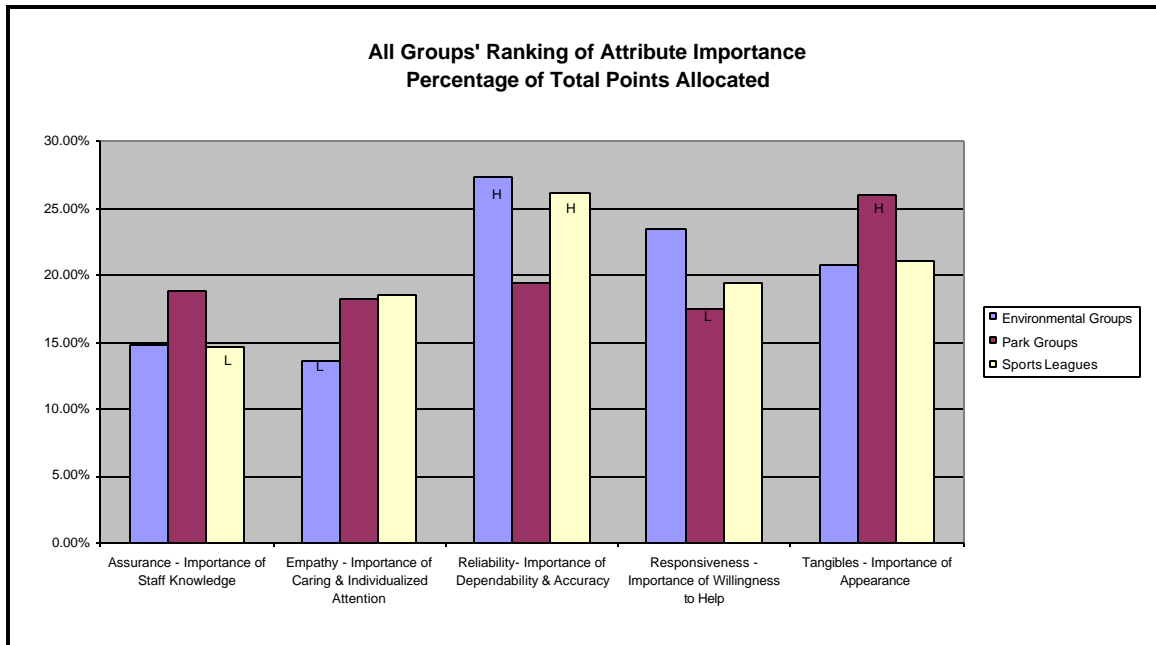
Environmental Groups receive a higher quality of service from the Recreation Department? Do the Environmental groups have different service requirements and expectations than Park and Recreation Center Advisory Councils or Sports Leagues?



A comparison of the groups' responses to the allocation of 100 points between the five service attributes answers the second question. The chart below shows each community group's attribute importance ranking and the weight assigned, from highest to lowest importance.

Environmental	Park & Rec Centers	Sports Leagues
Reliability (27.37%)	Tangibles (25.99%)	Reliability (26.23%)
Responsiveness (23.42%)	Reliability (19.48%)	Tangibles (21.01%)
Tangibles (20.79%)	Assurance (18.80%)	Responsiveness (19.49%)
Assurance (14.74%)	Empathy (18.23%)	Empathy (18.55%)
Empathy (13.68%)	Responsiveness (17.51%)	Assurance (14.71%)

The following chart shows the community groups' attribute importance rankings, and illustrates the groups' different service requirements and expectations.

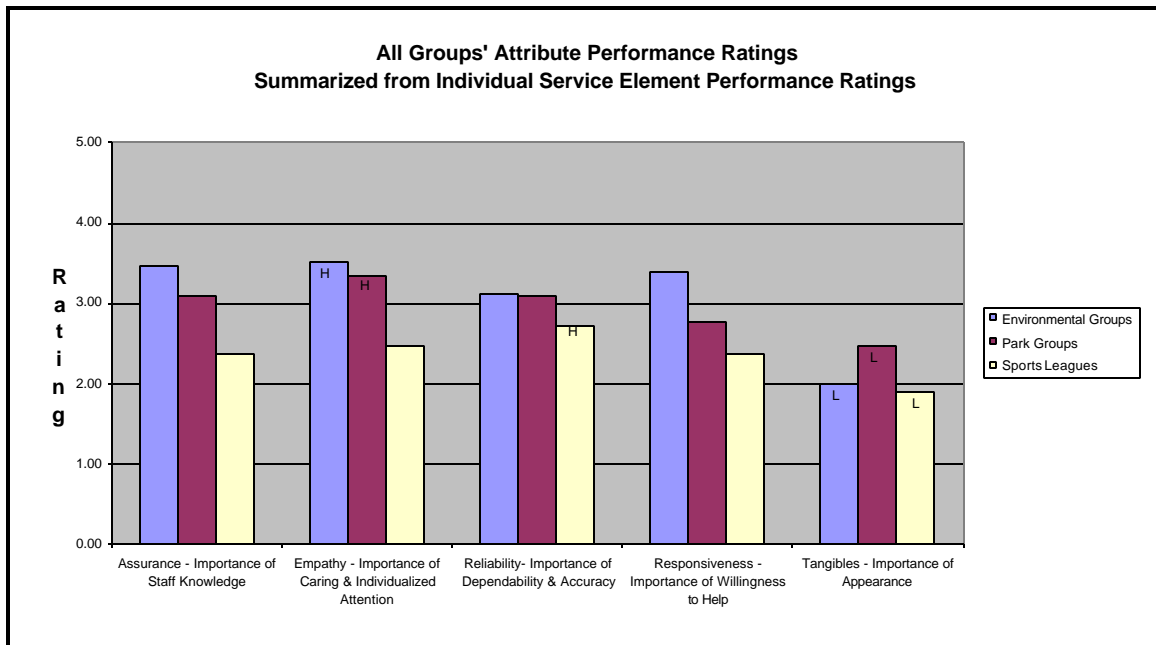


Both Environmental group and Sports League respondents indicate that the most important attribute in providing recreation service is reliability. Leaders of these groups act as a “middleman” in providing recreational programs to citizens, whether it be planting trees in city parks, offering gardening classes, or running a baseball league. As one Sports League respondent wrote, the Recreation Department’s role is to provide the necessary parts to perform recreation activities. Consistency and dependability on the part of the Recreation Department to provide the resources that they have promised is vital to the success of these community group’s programs.

Park and Rec Center Advisory Council group respondents ranked tangibles as the most important attribute. Members of these groups take “ownership” or “management” of one of the Recreation Department’s physical properties and, in conjunction with Recreation Department personnel, direct the programs and activities that take place there. Rec Center Advisory Councils act as advisors to the Recreation Center supervisor and can make many operating decisions such as setting hours, scheduling programs, and running fund raising activities. Park Advisory Councils and Adopt A Park participants clean and patrol park grounds, suggest park and equipment improvements, and in some cases work on master plans and obtain grant funding. The Recreation Department’s role in maintaining and improving parks and recreation centers directly impacts the Park and Recreation Center groups’ activity offering and program attendance. If the pool is not properly maintained, swimming classes cannot be offered; or if broken swings are not replaced, children cannot play and may not return to the park.

The community groups’ different requirements and expectations are further demonstrated in their identification of their least important service attribute. Environmental Groups are least concerned with empathy, Park Groups are least concerned with responsiveness, and Sports Leagues are least concerned with assurance. As shown in the chart above, Sports League and Environmental groups have similar opinions of the importance of assurance, reliability, and tangibles in the role of recreation service delivery.

To determine whether Environmental groups receive better service than the other group types, we need to analyze the differences in their responses to the Recreation Department performance ratings. Questions, covering all service attributes, were tailored to each community group type. Responses to individual questions were combined to obtain a performance rating on each of the five service attributes. Responses are shown in the chart below.



Both Environmental groups and Park and Rec Center groups rated the Recreation Department's performance highest on the empathy attribute. Environmental groups also gave above average scores on assurance, responsiveness and reliability. In addition to the empathy attribute, Park and Rec Center groups gave above average scores on the assurance and reliability attributes. Sports League respondents rated the Recreation Department below average on all attributes, with reliability receiving the highest score of 2.734 and tangibles receiving the lowest score of 1.8936.

The performance ratings given by the community groups support their "Overall Quality of Service" rating. Environmental groups scored the Recreation Department's performance above 3 on 4 of the 5 attributes (Overall score = 3.26). Park & Recreation Center Advisory Council groups rated the department's performance above the midpoint on 3 attributes and below the midpoint on 2 attributes (Overall score = 2.97). Sports Leagues rated the Recreation Department below the midpoint on all attributes (Overall score = 2.21).

While each group's attribute performance ratings support their Overall Quality rating, there is wide disparity between the group's ratings on several attributes. Differences between the highest and lowest performance ratings, usually given by the Environmental groups and the Sports League respectively, are: 1.2111 on assurance (3.4722 vs. 2.3611), 1.0527 on empathy (3.5018 vs. 2.4571), 1.0303 on responsiveness (3.3939 vs. 2.3636), .583 on tangibles (2.4766 vs. 1.8936), and .38 on reliability (3.1042 vs. 2.7234). To better understand these variances, we need to examine the community groups' interactions and relationship with the Recreation Department.

The reliability attribute performance ratings had the least variability between group types. Survey respondents agree that the Recreation Department does an average to below average job in performing the promised service dependable and accurately.

Survey respondents agree that the tangibles attribute, the physical appearance of the recreation facilities, rate between below average and poor. This attribute received the lowest performance rating from all of the groups, while all three groups gave this attribute a high importance ranking (above 20%). Variability in the ratings may be attributed to the fact that physical buildings and grounds are more integral to the Park, Rec Center, and Sports League groups' programs than they are to the Environmental group's programs. The appearance of the facilities, the condition of equipment, the maintenance of parks and recreation centers, fields and courts, and grass mowing are areas where all the groups agree that the Recreation Department needs to improve their service.

The three attributes that showed the widest variability in performance ratings are those that are related to people and customer service skills. Assurance is not only staff knowledge; it is also the ability to convey trust and confidence. Empathy is defined as caring and individualized attention and responsiveness is defined as the willingness to help the user and to provide prompt service. On all three of the people attributes, Environmental groups scored the Recreation Department between "average" and "good" (3 to 4) while the Sports Leagues scored the Recreation Department between "average" and "poor" (2 to 3). The Park and Rec Center groups scored the department in the mid-range. Taking a closer look at the community group types and their interactions with the Recreation Department can help us understand the wide variability in the performance ratings.

The Environmental groups that participated in the survey are national organizations or "high profile" local organizations. The groups are 503-C non-profits, with a paid staff, that can generate funding to be used for recreational purposes. In most cases, the paid staff completed the survey. The groups interact with the Recreation Department's upper management or program managers, so service requests are handled within the Recreation Department in a top-down manner. While the groups interact with the Recreation Department regularly, it is probably less often than the other group types. Environmental groups rated the Recreation Department 4.3158 ("good" to "extremely good") on the performance question asking about the feeling of partnership between their group and the Recreation Department. Furthermore, one of the Environmental group respondents mentioned "partnership" as what impressed them the most about the Recreation Department.

Park & Rec Center Advisory Councils are comprised of local volunteers. Except for the publicity surrounding the Piston Foundation park projects in the past few years, most of these groups provide a valuable community service in a low profile manner. Like Sports Leagues, these groups need maintenance and upkeep services, the "necessary parts to perform recreation activities", from the Recreation Department on a regular basis. Park and Rec Center groups rated the Recreation Department at 3.4789, nearly halfway between "average" and "good", on the feeling of partnership between their group and the Recreation Department.

Sports League members are also part-time volunteers, often parents, providing a valuable recreation service in a low profile manner. These groups require the necessary

parts to provide recreational services to citizens on a regular basis. The groups interact with the Recreation Department frequently throughout their sports season, and require and expect reliable and continuous service. The Sports Leagues rated the Recreation Department 2.5, between “poor” and “average”, on the feeling of partnership between my group and the Recreation Department performance question. The Recreation Department does not deliver service reliably to meet the needs of the Sports Leagues, and has therefore not met the group’s assurance, empathy and responsiveness attribute requirements.

Environmental groups do receive a higher quality of Recreation Department service than the other community group types because they are high profile, bring funding, and interact with top management to accomplish their goals. To improve service quality, the Recreation Department must focus on providing consistent service to both the low profile and high-profile community groups; volunteers that give time as well as money in an effort to help provide quality recreation opportunities to all citizens and visitors to the City.



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**Total Points Allocated** = 100 points

## **Environmental Group Survey of the Recreation Department Continued**

3. What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?

4. What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?

5. What is the biggest challenge facing the Recreation Department?

6. Please state any concerns that you have about the services provided by the Recreation Department.

7. What impresses you most about the Recreation Department?

8. What facility, program, service, staff or other improvement would you like the Recreation Department to make?

# Environmental Group Survey of the Recreation Department Continued

## Part III

		How do you rate the City of Detroit Recreation Department's service performance?					
QUESTION		Low				High	
1. Recreation Department staff is interested in solving problems.		1	2	3	4	5	N/A
2. The Recreation Department is easily accessible by telephone.		1	2	3	4	5	N/A
3. Recreation Department staff follows through on commitments.		1	2	3	4	5	N/A
4. Park, grounds and playfields are clean and well maintained.		1	2	3	4	5	N/A
5. Recreation Department operating hours are convenient to all users.		1	2	3	4	5	N/A
6. Facilities are clean and well maintained inside.		1	2	3	4	5	N/A
7. I know whom to call when I have questions or need help.		1	2	3	4	5	N/A
8. Ideas for new program offerings are often implemented.		1	2	3	4	5	N/A
9. Programs offered at Recreation Department parks and facilities are widely communicated to prospective participants.		1	2	3	4	5	N/A
10. Facilities and equipment are in good working condition.		1	2	3	4	5	N/A
11. The facility and grounds are safe.		1	2	3	4	5	N/A
12. Recreation Department staff is always polite and courteous.		1	2	3	4	5	N/A
13. Requests for program equipment and supplies are responded to quickly.		1	2	3	4	5	N/A
14. There is a feeling of partnership between my group and the Recreation Department.		1	2	3	4	5	N/A
15. Comfort stations are clean and sanitary.		1	2	3	4	5	N/A

Please provide the reason for items receiving a low rating. Use the back of this page, if more space is needed.

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Environmental Survey Overall Score Attribute Rank

#	Group	Program	Park / Facility	How often are Rec Dept Facilities used? (daily, monthly, weekly, other)	Overall Quality Rating		Allocate 100 points according to importance:					
					How would you rate the overall quality of service provided by the Rec Dept? (1 = extremely poor, 5 = extremely good)	Comments on Overall Quality Rating	Importance of Appearance (Tangibles)	Importance of Dependable and Accuracy (Reliability)	Importance of Willingness to Help (Responsiveness)	Importance of Knowledge of Staff (Assurance)	Importance of Caring & Individualized Attention (Empathy)	Total Points Assigned
1	Greening of Detroit	Forestry	All districts	monthly	3		5	25	50	10	10	100
2	Greening of Detroit	Greening of Detroit	Greening of Detroit park in honor of Elizabeth Gordon Sachs	other	5		5	30	30	15	20	100
3	Am Heritage River Fdn	American Heritage River Initiative	Belle Isle, Mt. Elliott, Riverside	monthly	4	For the resources they have been given	25	25	25	10	15	100
4	Greening of Detroit	Greening of Detroit	Mt. Elliott, E95 Jefferson	weekly	4		5	50	30	10	5	100
5	Greening of Detroit	Greening of Detroit	Belle Isle	other	3		40	20	10	10	20	100
6	Greening of Detroit	Senior Citizen	Butzel Family Ctr & Coleman A. Young	daily / weekly	3		10	20	30	20	20	100
7	Greening of Detroit	blank	blank	blank	4		40	20	20	10	10	100
8	Detroit Garden Center	Belle Isle Nature Center	Belle Isle	weekly	4		15	25	15	25	20	100
9	Greening of Detroit	G.O.D.	blank	daily	3		30	30	15	15	10	100
10	Greening of Detroit	blank	blank	weekly	3		15	50	20	10	5	100
11	Greening of Detroit	Forestry	City wide	monthly	2		10	30	30	20	10	100
12	Greening of Detroit	Forestry	City wide	monthly	3		20	30	25	15	10	100
13	NWF	NWF - Nature Link Program	Belle Isle Nature Center	weekly	3		10	25	30	25	10	100
14	Greening of Detroit	Greening of Detroit	Elizabeth Gordon Sachs - Greening of Detroit	weekly	3		25	50	25	0	0	100
15	Greening of Detroit	Greening of Detroit - also, South Office	numerous parks & streets	weekly during spring and fall	3		20	20	20	20	20	100
16	NWF	Director's Office	Belle Isle / Riverside Park	other	4		30	20	20	15	15	100
17	Friends of Belle Isle	Friends of Belle Isle	Belle Isle Park	other - special events	5		20	20	20	20	20	100
18	FOBI	FOBI	Belle Isle	monthly or more	2		50	10	10	10	20	100
19	FOBI	FOBI	Belle Isle	weekly	1		20	20	20	20	20	100

Total				62		395	520	445	280	260	1900
# of Responses				19		19	19	19	19	19	
Average				3.2632		20.7895	27.3684	23.4211	14.7368	13.6842	100
Weighted Average						20.79%	27.37%	23.42%	14.74%	13.68%	100.00%

Environmental Survey - Open Ended Question Responses

#	Group	What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?	What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?	What is the biggest challenge facing the Recreation Department?	Please state any concern that you have about the services provided by the Recreation Department.	What impresses you most about the Recreation Department?	What facility, program, service, staff or other improvement would you like the Recreation Department to make?
1	Greening of Detroit	Providing services to help increase and maintain the greenspace in the city.	To support the farm a lot program by providing tractors to help till the 2400 requests that come in every year instead of just the 400 that they currently do.	Updated and running equipment and increase the number of staff.	The Recreation Department cannot currently do their job because they have no equipment I.e. chippers, etc. to help maintain the trees.	The willingness of the staff to keep working in these situations.	Have more chippers and tractors.
2	Greening of Detroit	blank	blank	Adequate budget and adequate workers for the forestry division. Also equipment.	blank	Mr. Burkeen is very responsive to our organization.	blank
3	Am Heritage River Fdn	Provide opportunities. Deliver services. Maintain and improve facilities.	We need a broad-based lobbying campaign to get the Rec. Dept. the resources it needs.	Limited resources.	They have not been given the resources they need to deliver their mission.	Commitment to rec programs in Detroit.	Implement Belle Isle Master Plan. Lobby for a toll or user fee to help raise funds.
4	Greening of Detroit	Park maintenance, tree maintenance	Tree planting and maintenance are my main concerns.	Budgets, staffing, training.	Neglect of parks. Minimum maintenance. Poor tree maintenance.	blank	An operational plan to reforest all of their parks.
5	Greening of Detroit	To evaluate the recreational needs of the citizens of Detroit and to fulfill those needs through sufficient facilities and programs. To keep all facilities clean and in good repair.	1. Our parks are in desperate need of care - inadequate rest rooms, improperly maintained premises, streets in need of repair, etc. 2. Many adults and families avoid Belle Isle, due to the rowdy and threatening behavior of teen-agers on the island and the massive traffic congestion on the Belle Isle bridge and Jefferson Avenue, especially during summer weekends. It is time to solve these problems.	Serving the recreational needs of the people from toddlers to seniors, through new and restored facilities and safe environments.	The Forestry Division has been inadequately funded for several years. Trees are not being planted to replace those that have been lost and residential street trees have not been pruned in years. Some are hanging so low they are dangerous.	The overwhelming scope of duties assigned to the Recreation Department. City Council needs to greatly increase the Department's budget to enable it to cope with its assigned tasks.	To repair the window panes at the Belle Isle Conservatory and to replace them whenever necessary.
6	Greening of Detroit	blank	Please do some serious repair work on the Coleman Young Recreation Center, located at Robert Brady Dr. and Chene. The swimming pool and general area.	Cleaning the islands on <u>East Lafayette, Chene, St Aubin, Elmwood</u> , etc. <u>immediately after grass cuttings</u> (rather than leaving all the clippings on the side of curbs, which is getting into the catch basins that cause flooding of our streets and basements). Please Help!	Again the grass clippings that are left on the curb side after the weekly cutting of grass on the islands listed above. From Jefferson to Vernor East.	blank	The bus shelters need to have trash baskets.
7	Greening of Detroit	blank	blank	blank	blank	blank	blank
8	Detroit Garden Center	The Department should be able to keep the parks & rec centers open, and maintained, and safe. One should be able to drive around Belle Isle on a summer day without getting tangled up in a mob of teenagers who have taken control of the island. Need more crowd control by Police Dept.	Try to make him aware how important the services the department provides are to Detroit's image as a world class city, and to visitors to the City. The state of our parks and flower beds throughout the city reflect the priority in the budget.	Keeping all these recreation areas going with the present funding must be difficult. I am for having a fee to get on Belle Isle. I would gladly purchase a season pass. But, what assurance would there be that the money would go towards Belle Isle and not into some general fund.	So many employees have been removed from the Belle Isle conservatory staff over the years, it is amazing they are able to put together the shows they do put together. Thank goodness for volunteers from the Orchid Society. What happens when some more of these seasoned employees retire?	The forestry division: Excellent foresters doing an excellent job (even with often broken equipment). The Belle Isle Nature Center has received many accolades for its pioneer work on Bioswales, and is doing an excellent job working with school children on nature walks and in school gardens, etc.	A \$1 million Belle Isle Conservatory overhaul was supposed to occur. Very few of these funds appear to have been spent updating this jewel. What happened to them is a mystery. Columbus, Ohio updated its old conservatory and it is now a world class facility with programming, etc. Find this money and make the conservatory what it should be. Nothing works now.

Environmental Survey - Open Ended Question Responses

#	Group	What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?	What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?	What is the biggest challenge facing the Recreation Department?	Please state any concern that you have about the services provided by the Recreation Department.	What impresses you most about the Recreation Department?	What facility, program, service, staff or other improvement would you like the Recreation Department to make?
9	Greening of Detroit	Maintenance of existing facilities; programming for residents at community centers <u>AND</u> parks.	I wish I could give you more money! Detroit has <u>so</u> many wonderful resources - parks, playfields, etc. If there aren't enough employees to care for these, what about offering incentives to community groups? New park benches if you take care of this lot for a year, etc.	(1) <u>Follow through</u> (2) The staff mentality of "It's not my job," or "Sorry, I'm off at 5 pm" or "I don't work Saturdays," etc.	At many community group meetings throughout the City, I always hear that the Recreation Dept. ignores them, tells them they will do something, then don't follow through. Its so important to do exactly what you tell people you are going to do. The community groups/block clubs have no faith in the Rec. Dept.	Their willingness to work together on certain projects.	blank
10	Greening of Detroit	The Rec. Dept's primary goal should be to keep the properties that we have in good condition so that they can be used safely. Its next most important goal should be to encourage / sponsor / promote positive programming to take place in the parks...	I see too many rec. department employees doing the absolute minimum far too often. Hiring policy should be streamlined so that more people who are willing to do a little EXTRA can make it through the doors.	Getting a budget that's sufficient to adequately care for and develop the recreation resources of the city and then managing it to ensure optimal use of the funds.	They seem to be spread too thin. More areas need more intense attention.	Its willingness to seek collaborations to optimize all available resources.	I'd like to see additional training for Rec. Dept. service personnel to ensure that services are provided in a way that guarantees high quality. Next I'd like to see some additional equipment for use by landscaping & forestry.
11	Greening of Detroit	I see the Rec Dept as <u>the</u> provider of rec. services.	Please try to streamline the process for equipment replacement/repair. I have heard countless times about down-time (read: service stops) due to equipment.	There seems to be a general non-willingness to be innovative / motivated. Many employees seem so broken down by "the city", they feel powerless. Motivate & empower employees.	There have been many instances when folks just don't seem to want to get out of their cars - this is a problem in Rec and other depts as well.	When I do call, employees are knowledgeable and helpful. I know if given the tools they need - the department will be fabulous.	Get the equipment (even if it's a few horses!) to serve Farm-a-Lot customers / applicants better. No one should be turned away from this program.
12	Greening of Detroit	The Rec. Department should provide safe opportunities for youth <u>and</u> adults to enjoy facilities indoor and outdoor through organized programs.	A lot can be accomplished with smaller dedicated work groups / teams. Large equipment is helpful but most times is inefficient and crews become dependant.	(1) Disposal of wood waste. Brush should be chipped. (2) Worker attitude. Although services are provided, workers are often unpleasant or unwilling to do their best.	It concerns me when residents will not use Evans Rec Center because "the crew is not friendly and will not work with Community groups."	The amount of recreation property that exists.	Buy some brush chippers and begin a composting program / leaf recycly.
13	NWF	The Recreation Department's role is to facilitate outdoor and recreational activities. Provide structured activities that engage the citizens of Detroit.	You need to facilitate public transportation to the Belle Isle Nature Center.	Lack of money to provide quality programs that are sustainable.	I think that staff are wonderful and have great expertise. They are hindered by lack of money and reliable public transportation. The center would benefit from another naturalist.	The ability of your staff to continue to work hard for quality programs inspite of frustrations. The beautiful gardens and restoration that has been done.	The repairs of the Belle Isle Nature Center are needed to improve the building's appearance.
14	Greening of Detroit	Maintain parks, including mowing, picking up litter. Creating parks.	I would sympathize about an inadequate budget to maintain parks.	Inadequate budget	The Recreation Dept cannot possible do a good job on present budget.	The Park Director	Mow more, keep parks litter free
15	Greening of Detroit	Rec Dept's role is to operate and maintain recreational facilities that are safe, attractive and appropriately staffed.	Perhaps there is a way (in addition to what the Greening of Detroit does) to empower citizens to assist in the general maintenance of parks in their neighborhoods, so the Rec Dept can do bigger things. Also, enlist help of Police Dept to keep gangs out so families can enjoy them.	I'm sure it must be inadequate funding to meet the need, and the challenge of prioritizing when everything need attention.	blank	blank	blank

Environmental Survey - Open Ended Question Responses

#	Group	What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?	What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?	What is the biggest challenge facing the Recreation Department?	Please state any concern that you have about the services provided by the Recreation Department.	What impresses you most about the Recreation Department?	What facility, program, service, staff or other improvement would you like the Recreation Department to make?
16	NWF	The Dept's role is to provide sufficient infrastructure both physical and human, to support full use of the city's facilities.	That I am encouraged by improvements to city facilities such as the Belle Isle Nature Center and am concerned about how to support strong budgets for this department.	Competition with other city departments for funding. Maintenance is often a problem.	It is tough to generate investments for the department because of skepticism regarding the city's will to invest in taking care of recreational facilities.	The cooperation and willingness of the staff is outstanding.	I would like to see continued investment in facilities along the Detroit River.
17	FOBI	Be informed about healthy programs, both physical and mental.	Good job!	Good budget - more control over their destiny	Need attendants in rest rooms on Belle Isle. Better management from Admin. Address budget issues and waste.	Belle Isle staff are personable and have been great to work with.	Conservatory needs help. Attendant in rest room.
18	FOBI	Very important - Children are the prime resource of our community and Recreational facilities that are safe and provide good facilities are very important.	Improve facilities.	Money - to improve facilities. Make programs available known to community.	Proper supervision	0	Stated above - concern for children, their safety and programs that appeal to and reward them.
19	FOBI	Providing playgrounds and decent recreation centers	Increase your budget	Money	Need more professionals	Nothing	Rediscover Belle Isle



Environmental Survey - Performance Rating Responses

		Total Score	# of Responses	Average Performance Score	High or Low Score	High or Low Importance
Em p a t h y	1. Recreation Department staff is interested in solving problems.	63	17	3.7059	HS	LI
R e l i a b l e	2. The Recreation Department is easily accessible by telephone.	65	18	3.6111	HS	HI
R e s p o n s i v e	3. Recreation staff follows through on commitments.	66	18	3.6667	HS	HI
T a n g i b l e s	4. Parks and grounds and playfields are clean and well maintained.	39	18	2.1667	LS	HI
R e l i a b l e	5. Recreation Department operating hours are convenient to all users.	49	15	3.2667	HS	HI
T a n g i b l e s	6. Facilities are clean and well maintained inside.	34	16	2.1250	LS	HI
A s s u r a n c e	7. I know who to call when I have questions or need help.	68	19	3.5789	HS	LI
Em p a t h y	8. Ideas for new program offerings are often implemented.	42	15	2.8000	LS	LI
R e l i a b l e	9. Programs offered at Recreation Department parks and facilities are widely communicated to prospective participants.	35	15	2.3333	LS	HI
T a n g i b l e s	10. Facilities and equipment are in good working condition.	31	18	1.7222	LS	HI
A s s u r a n c e	11. The facilities and grounds are safe.	37.5	16	2.3438	LS	LI

Environmental Survey - Performance Rating Responses

		Total Score	# of Responses	Average Performance Score	High or Low Score	High or Low Importance	
E m p a t h y	12. Recreation Department staff is always polite and courteous.	74	19	3.8947	HS	LI	
R e s p o n s i v e	13. Requests for program equipment and supplies are responded to quickly.	46	15	3.0667	HS	HI	
A s s u r a n c e	14. There is a feeling of partnership between my group and the Recreation Department.	82	19	4.3158	HS	LI	
T a n g i b l e s	15. Comfort stations are clean and sanitary.	26	13	2.0000	LS	HI	
		757.5	251	3.0179			

	Total Score	# of Responses	Performance of Attribute
Empathy	179	51	3.5098
Tangibles	130	65	2.0000
Assurance	187.5	54	3.4722
Responsiveness	112	33	3.3939
Reliability	149	48	3.1042
	757.5	251	

# Environmental Survey - Comments on Low Ratings

#	Group	Comments on Low Scores
1	Greening of Detroit	blank
2	Greening of Detroit	blank
3	Am Heritage River Fdn	Limited resources.
4	Greening of Detroit	Tree maintenance has been non existant, other then removal. Grass cutting and weed whipping has resulted in girdling or partial girdling of trees. Broken branches are prevalent. Pruning in first few years neglected causing misshapen trees. Suggest that a program of rehabilitation be organized doing tree count on all parks and then a plan be prepared.
5	Greening of Detroit	People using the park's comfort stations are so destructive that it is difficult for staff to keep them clean and sanitary. Some type of program needs to be investigated that could provide soap and toilet paper. Inspectors need to be employed to ensure that all areas of the parks are clean and attractive. The department needs more staff and a bigger budget to get the massive job done well and make our parks, facilities, urban forest and green spaces the envy of the nation.
6	Greening of Detroit	The staff are just not cleaning up the grass clipping after the grass is cut in a timely manner (not at all). The grass clippings are left from week to the next week's cutting.
7	Greening of Detroit	blank
8	Detroit Garden Center	<p>Phone service is often physically disrupted at the Nature Center and communication is impossible. No voice mail is available, or message about hours when Nature Center is closed. This is a pretty basic service for most businesses.</p> <p>#4 <u>Maintenance</u> - The lights in the parking lot do not come on at night, which is a real safety issue - both in terms of parking cars here at night, and the fact a thief would be impossible to identify or detect, and in terms of personal safety since the lot is pitch dark.</p> <p><u>Inside Nature Center</u>: A leaky roof with buckets and containers below is one example of poor maintenance in the main area where visitors first enter. Not very attractive - wet floor could be a safety issue.</p> <p><u>Inside Auditorium</u>: Even though funds exist to replace the carpeting that was removed months ago, somehow the installation of new carpeting has never occurred. The floor is bare cement with remnants of glue which tend to make it sticky. The walls have been repainted by Ford volunteer and are quite attractive.</p> <p>#9 - Publicity in programming could be much better. Don't think the Detroit residents are aware of many rec. dept. programs (except at the rec. centers)</p> <p>Maintenance of Belle Isle is a problem. Suggest an anti littering campaign, perhaps in conjunction with HUG Belle Isle.</p> <p>People should be cabable of picking up their own trash.</p>
9	Greening of Detroit	blank
10	Greening of Detroit	Lots of playgrounds have swing sets with no swings, equipment with no paint, Rec Centers that are closed, etc. Landscaping at these facilities is often non-existent in an effort to assure ease of mowing - if additional resources were available this would not be the paramount concern & spaces would be more inviting & better used.
11	Greening of Detroit	Even when the staff is interested in solving problems, it seems constraints beyond their control impede them - For example inability to act because of broken equipment - or - lack of equipment due to city red tape.
12	Greening of Detroit	The phone just rings. At lease 10 - 12 times. Reception is needed.
13	NWF	<p>2 - on numerous occassions telephone's have been out of service. This makes it difficult for participants to register for my program</p> <p>6 - There are buckets to catch water from leaks in the ceiling, mice, rooms without carpets, peeling plaster on the ceiling. Bathrooms, however are clean as our animal tanks.</p> <p>10 - Similar to question 6. The animal tanks are clean and well maintained as are displays and educaitonal equipment. The setting however needs improvement and some displays also should be updated.</p>
14	Greening of Detroit	Once again, need more staff to maintain Parks and respond to requests

## Environmental Survey - Comments on Low Ratings

15	Greening of Detroit	Many city parks remain in bad shape.
16	NWF	blank
17	FOBI	Comfort stations need attendants to maintain and discourage abuse.
18	FOBI	Observation - general information.

**City of Detroit Office of the Auditor General  
Parks Group Survey of the Recreation Department**

**Part I**

Please indicate the program you are associated with and the park or facility used most often.

Program: \_\_\_\_\_ Park/Facility: \_\_\_\_\_

How often do you use the Recreation Department parks or facilities? Circle one answer below.

Daily	Weekly
Monthly	Other

**Part II**

1. How would you rate the overall quality of service provided by the City of Detroit Recreation Department? (Circle one number below).

<b>Extremely Poor</b>				<b>Extremely Good</b>
1	2	3	4	5

2. Listed below are five general factors pertaining to Recreation Departments and the services they offer. We would like to know how important each of these factors is to you when you evaluate their quality of service.

Please allocate a total of 100 points among the five factors **according to how important each factor is to you** – the more important a factor is to you, the more points you should give it. Please be sure the points you give add up to 100.

- A. The **appearance** of the physical facilities, personnel, and communications materials (e.g. forms, sign, brochures). \_\_\_\_\_ points
- B. The Recreation Department's ability to perform the promised services **dependably and accurately**. \_\_\_\_\_ points
- C. The Recreation Department's **willingness to help** me and provide prompt service. \_\_\_\_\_ points
- D. The **knowledge of the Recreation Department's staff** and their ability to convey trust and confidence. \_\_\_\_\_ points
- E. The **caring, individualized attention** the Recreation Department provides its users. \_\_\_\_\_ points

**Total Points Allocated = 100 points**

## **Parks Group Survey of the Recreation Department Continued**

3. What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?

4. What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?

5. What is the biggest challenge facing the Recreation Department?

6. Please state any concerns that you have about the services provided by the Recreation Department.

7. What impresses you most about the Recreation Department?

8. What facility, program, service, staff or other improvement would you like the Recreation Department to make?

## Parks Group Survey of the Recreation Department Continued

### Part III

		How do you rate the City of Detroit Recreation Department's service performance?					
QUESTION		Low				High	
1. Recreation Department staff is interested in solving problems.		1	2	3	4	5	N/A
2. The Recreation Department is easily accessible by telephone.		1	2	3	4	5	N/A
3. Recreation staff follows through on commitments.		1	2	3	4	5	N/A
4. Park, grounds and playfields are clean and well maintained.		1	2	3	4	5	N/A
5. Recreation Department operating hours are convenient to all users.		1	2	3	4	5	N/A
6. I know whom to call when I have questions or need help.		1	2	3	4	5	N/A
7. Recreation Department staff is receptive to suggestions for park improvements.		1	2	3	4	5	N/A
8. Programs offered at Recreation Department parks and facilities are widely communicated to prospective participants.		1	2	3	4	5	N/A
9. Park equipment is in good working condition.		1	2	3	4	5	N/A
10. The facilities and grounds are safe.		1	2	3	4	5	N/A
11. Recreation Department staff is always polite and courteous.		1	2	3	4	5	N/A
12. Requests for equipment and supplies are responded to quickly.		1	2	3	4	5	N/A
13. There is a feeling of partnership between my group and the Recreation Department.		1	2	3	4	5	N/A
14. Comfort stations are clean and sanitary.		1	2	3	4	5	N/A

Please provide the reason for items receiving a low rating. Use the back of this page, if more space is needed . . . . .

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**Total Points Allocated = 100 points**



## **Recreation Center Advisory Council Survey Continued**

3. What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?

4. What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?

5. What is the biggest challenge facing the Recreation Department?

6. Please state any concerns that you have about the services provided by the Recreation Department.

7. What impresses you most about the Recreation Department?

8. What facility, program, service, staff or other improvement would you like the Recreation Department to make?

## Recreation Center Advisory Council Survey Continued

### Part III

		How do you rate the City of Detroit Recreation Department's service performance?					
QUESTION		Low				High	
1. Recreation Department staff is interested in solving problems.		1	2	3	4	5	N/A
2. The Recreation Center is easily accessible by telephone.		1	2	3	4	5	N/A
3. Recreation staff follows through on commitments.		1	2	3	4	5	N/A
4. Park, grounds and playfields are clean and well maintained.		1	2	3	4	5	N/A
5. Recreation Center operating hours are convenient to all users.		1	2	3	4	5	N/A
6. Facilities are clean and well maintained inside.		1	2	3	4	5	N/A
7. I know whom to call when I have questions or need help.		1	2	3	4	5	N/A
8. Ideas for new program offerings are often implemented.		1	2	3	4	5	N/A
9. Recreation Department programs are widely communicated to prospective participants.		1	2	3	4	5	N/A
10. Emergency maintenance and repair requests are promptly responded to.		1	2	3	4	5	N/A
11. Facilities and equipment are in good working condition.		1	2	3	4	5	N/A
12. The Recreation Center facility and grounds are safe.		1	2	3	4	5	N/A
13. Recreation Department staff is always polite and courteous.		1	2	3	4	5	N/A
14. Requests for program equipment and supplies are responded to quickly.		1	2	3	4	5	N/A
15. There is a feeling of partnership between my group and the Recreation Department.		1	2	3	4	5	N/A
16. The atmosphere at the Recreation Center is comfortable.		1	2	3	4	5	N/A
17. There are clean and sanitary showers and locker rooms.		1	2	3	4	5	N/A
18. The Recreation Center employs skilled and knowledgeable instructors.		1	2	3	4	5	N/A

Please provide the reason for items receiving a low rating. Use the back of this page, if more space is needed. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Parks Survey - Overall Score and Attribute Rank

#	Group	Program	Park / Facility	How often are Rec Dept Facilities used? (daily, monthly, weekly, other)	Overall Quality Rating		Allocate 100 points according to importance:					
					How would you rate the overall quality of service provided by the Rec Dept? (1 = extremely poor, 5 = extremely good)	Comments on Overall Quality Rating	Importance of Appearance (Tangibles)	Importance of Dependable and Accuracy (Reliability)	Importance of Willingness to Help (Responsiveness)	Importance of Knowledge of Staff (Assurance)	Importance of Caring & Individualized Attention (Empathy)	Total Points Assigned
1	Clark	page not returned	page not returned	page not returned	page not returned		page not returned	page not returned	page not returned	page not returned	page not returned	page not returned
2	Clark	all of them	Clark Park	daily	5	Clark Park only	20	20	20	20	20	100
3	Clark	Clark Park Coalition Programs	Clark Park	daily / other (help to support & facilitate daily operations)	2		20	20	20	20	20	100
4	Clark	blank	Clark Park	weekly	2		30	30	30	5	5	100
5	Clark	blank	Clark Park	daily	1		1	1	1	1	1	5
6	Clark	I run a computer program	Clark Park	daily	2	At least they mow the grass and pay the utilities	19	24	19	19	19	100
7	Clark	blank	Clark Park	daily	2		10	10	15	10	15	60
8	Clark	Youth Supervisor	Clark Park	daily	2		30	20	20	15	15	100
9	Clark	Clark Park Coalition	Clark Park	other	3		30	15	15	15	15	90
10	Creekside	blank	blank	daily	1		10	15	10	10	15	60
11	Creekside	n/a	Alter Rd / Angel	weekly (summer)	3		3	n/a	5	n/a	5	13
12	Creekside	blank	Alter & Lakewood	other - rarely	3		20	20	40	30	20	130
13	Creekside	Jefferson East Business Assoc.	Maheras / Gentry Park	other - once every 3-4 months	2		49	13	16	15	7	100
14	Creekside	Creekside CDC	A.B. Ford / Lenox Center	blank	3		22	22	22	22	12	100
15	Creekside	Creekside Neighborhood Group & personal once in a while	Ford Brush Park, Belle Isle, Maheras / Gentry Park	monthly for Ford Brush & Lenox Center other once in a while	3		blank	blank	blank	blank	blank	blank
16	Creekside	Creekside	Brush Ford	weekly	2		70	10	10	5	5	100
17	Creekside	Creekside	Maheras Park	other - summer months	1	they need money & better facility	50	10	10	10	20	100
18	Creekside	Creekside	Maheras Park	other	1		50	20	10	10	10	100
19	Creekside	blank	AB Ford Park, Lakewood East - Mariners	weekly	2		20	20	20	20	20	100
20	Creekside	Creekside	A.B. Ford	daily	3		blank	blank	blank	blank	blank	blank
21	Volunteer Leadership Conference (VLC)	blank	blank	other - under current conditions would not even consider using facilities	1	Grass cutting, buildings old, restrooms outside (none)	Separate issue from signs	Expect it all the time	Always expect help to best of their ability	blank	blank	All of these factors are important to the perception of the community

Parks Survey - Overall Score and Attribute Rank

#	Group	Program	Park / Facility	How often are Rec Dept Facilities used? (daily, monthly, weekly, other)	Overall Quality Rating		Allocate 100 points according to importance:					
					How would you rate the overall quality of service provided by the Rec Dept? (1 = extremely poor, 5 = extremely good)	Comments on Overall Quality Rating	Importance of Appearance (Tangibles)	Importance of Dependable and Accuracy (Reliability)	Importance of Willingness to Help (Responsiveness)	Importance of Knowledge of Staff (Assurance)	Importance of Caring & Individualized Attention (Empathy)	Total Points Assigned
22	VLC	Semmems, St. Hegarth, Patton Park, South Rademacker	blank	not very often because there are no bathrooms and they are dirty	1		Very important but buildings are old and understaffed.	Staff works are great, but DRD is not.	blank	Staff will ask but doesn't respond	DRD doesn't provide. We can't get the grass cut.	0
23	VLC	Advisory Council	Kemeny	weekly	2		20	20	20	20	20	100
24	VLC	Advisory Council	Gorham	daily - weather permit	4		20	20	20	20	20	100
25	VLC	Clear Corps	Belle Isle	other	3		50	10	20	10	10	100
26	VLC	Clear Corps	Belle Isle	other	3		60	10	10	10	10	100
27	VLC	Clear Corps	Belle Isle	other	1		40	15	15	15	15	100
28	VLC	Luger Park Committee	Luger	daily	2		10	10	15	15	50	100
29	VLC	Luger Park Committee	Luger	daily	2		10	10	15	15	50	100
30	VLC	Park (Luger)	Luger	daily	2		10	10	15	15	50	100
31	VLC	Park (Luger)	Luger	daily	2		10	10	15	15	50	100
32	VLC	Advisor Board	Kemeny	weekly	3		30	10	20	20	20	100
33	VLC	Winship Council, Peterson Park	Needed badly	weekly	3		10	40	10	20	20	100
34	VLC	blank	Patton Rec. Center	daily	3		30	35	20	10	5	100
35	VLC	blank	Clemente Recreation Center	daily	2		50	10	5	30	5	100
36	VLC	W.A.Y & Advis. Council	Lipke	monthly	3		15	15	40	15	15	100
37	VLC	Lipke Park	Lipke Park	weekly	5		20	20	20	20	0	80
38	VLC	Lipke	Lipke Park	monthly	5		20	20	20	20	20	100
39	VLC	Adopt a park	Intervak / Roselawn	weekly	4		25	15	25	10	25	100
40	VLC	Pingree Park Assoc.	Pingree Park	monthly	3		35	25	20	10	10	100
41	VLC	Parron St. Com. Block Assn	Reid	weekly, weekends after school	5		4	4	5	5	4	22
42	VLC	McShane	blank	daily	3		20	20	20	20	20	100
43	VLC	Eastside Unity Assoc.	Hayes Troster	weekly	3		20	20	20	20	20	100
44	VLC	Park Advisor	McShane	other	3		20	20	20	20	20	100
45	VLC	Park	Stone, Bradby, Griffen	daily	3		50	20	10	10	10	100
46	VLC	All	Brewer	weekly	3		30	30	10	20	10	100
47	VLC	blank	Vernor Park	weekly	3		30	25	15	30	30	130
48	VLC	Considine Rec Center, Holbrooke / King Block Club	Pagal	weekly, monthly	2		30	30	10	20	10	100

Parks Survey - Overall Score and Attribute Rank

#	Group	Program	Park / Facility	How often are Rec Dept Facilities used? (daily, monthly, weekly, other)	Overall Quality Rating		Allocate 100 points according to importance:					
					How would you rate the overall quality of service provided by the Rec Dept? (1 = extremely poor, 5 = extremely good)	Comments on Overall Quality Rating	Importance of Appearance (Tangibles)	Importance of Dependable and Accuracy (Reliability)	Importance of Willingness to Help (Responsiveness)	Importance of Knowledge of Staff (Assurance)	Importance of Caring & Individualized Attention (Empathy)	Total Points Assigned
49	VLC	Maintenance	Griffen Park	monthly	4		20	20	20	20	20	100
50	VLC	Activities	Griffin	monthly	4		20	20	20	20	20	100
51	VLC	blank	Seurty Griffen	other	2		20	20	20	20	20	100
52	VLC	Bennett Park	NEYIC	monthly	5		blank	blank	blank	blank	blank	blank
53	VLC	Bennett Park	NEYIC	monthly	5		0	50	0	50	0	100
54	VLC	Ms. Delores Bennett Park	NEYIC	monthly	5		50	0	0	50	0	100
55	VLC	Bennett Park	NEYIC	monthly	5		0	50	0	50	0	100
56	VLC	Delores Bennett Park	NEYIC	monthly	5		50	0	0	50	0	100
57	VLC	blank	blank	daily	2		blank	blank	blank	blank	blank	blank
58	VLC	Advisory Com.	Bradby	blank	blank		25	25	15	10	25	100
59	VLC	Advisory Council	Bradby	monthly	3		25	15	25	10	25	100
60	VLC	Advisory Council	Bradby	monthly	3		25	15	25	10	25	100
61	VLC	Council Member	Bradby	monthly	3		25	15	25	10	25	100
62	VLC	Parks	B & C	monthly	4		10	50	10	20	10	100
63	VLC	blank	blank	monthly	3		20	20	20	20	20	100
64	VLC	Adopt a park (Eastside Family & Friends)	Johnston Park	to be reconstructed this summer	3		50	10	10	20	10	100
65	VLC	Joe Lewis / Wells / Van T?	Johnson Center	monthly	3		15	25	25	25	10	100
66	VLC	blank	Belle Isle and Grand Circus and Washington Blvd. Park	daily, weekly, & monthly	3		30	20	10	20	20	100
67	VLC	General Rec	Maheras	daily	4		5	5	10	5	75	100
68	VLC	Barton Wilhiby Dining, Eagle Block & Dev.	Dover Park - Dininey	other	2		blank	blank	blank	blank	blank	blank
69	VLC	Park Rangers	Brewer	weekly	2		20	20	20	25	15	100
70	VLC	Keeping kids involved with no equipment & no money	maintaining the grounds	daily	5	Considering the situation	20	20	20	20	20	100
71	VLC	Youth Services	Bradley's Playground	other	3		5	25	25	20	10	85
72	VLC	Youth Program at Pure in Heart Baptist Church	Chandler Park	other	3		30	25	20	15	10	100
73	VLC	blank	Many parks	monthly	4		5	15	25	25	30	100
74	MORS	blank	Farwell	other	3		20	10	30	20	20	100
75	MORS	MORS Club	Farwell & Syracuse	daily	3		50	10	10	5	25	100
76	VLC	Adopt A Park	Bilden Tot Lot	daily / weekly	1		2	1	1	1	1	6

Parks Survey - Overall Score and Attribute Rank

#	Group	Program	Park / Facility	How often are Rec Dept Facilities used? (daily, monthly, weekly, other)	Overall Quality Rating		Allocate 100 points according to importance:					
					How would you rate the overall quality of service provided by the Rec Dept? (1 = extremely poor, 5 = extremely good)	Comments on Overall Quality Rating	Importance of Appearance (Tangibles)	Importance of Dependable and Accuracy (Reliability)	Importance of Willingness to Help (Responsiveness)	Importance of Knowledge of Staff (Assurance)	Importance of Caring & Individualized Attention (Empathy)	Total Points Assigned
77	VLC	501C-3	Griffin	weekly	4		20	20	20	20	20	100
78	VLC	Arts & Craft	Griffin	monthly	4		20	20	20	20	20	100
79	VLC	Bradby Advisory Council	Bradby Recreation	monthly	4		25	25	25	15	10	100
80	VLC	Tammy R. Murray Foundation	Adams Butzel Park	weekly	4		20	20	20	20	20	100
RC1	Considine			daily	1		26	1	1	1	1	30
RC2	Clemente			daily	3		20	30	20	20	10	100

<b>Total</b>				234		1796	1346	1210	1299	1260	6911
<b># of Responses</b>				80		74	73	74	73	74	75
<b>Average</b>				2.925		24.2703	18.4384	16.3514	17.7945	17.027	92.1467
<b>Weighted Average</b>						25.99%	19.48%	17.51%	18.80%	18.23%	100.00%

## Parks Survey - Open Ended Question Responses

#	Group	3. What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?	4. What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?	5. What is the biggest challenge facing the Recreation Department?	6. Please state any concern that you have about the services provided by the Recreation Department.	7. What impresses you most about the Recreation Department?	8. What facility, program, service, staff or other improvement would you like the Recreation Department to make?
1	Clark	It is open right after school and on weekends for the children. It provides a lot of things for kids.	There should be more outdoor sports and a vehicle provided from the city to go places.	Needing someone there everyday in the summer on time and more activities provided from the city for the kids during the afternoon preferred.	The ice goes down early every year and starts late. Soon as it gets cold kids want to skate. Needs to be improved for next year.	That the workers on day shift always get the park cleaned nicely.	Make more afterschool homework. Bring a person to help some kids who are having trouble in school. Make food services available for parents who need food to feed their families for the week like a food bank. Have staff there a lot on the weekends.
2	Clark	To see sports teams from Clark Park compete against other Rec Centers (most of the centers don't have team sports).	Put a roof over the ice rink at Clark Park (the season is too short right now).	How to find more dedicated workers.	Clark Park provided good services - the only trouble is there is not enough space when there is soccer, golf and softball-baseball at the same time.	Clark Park is 100% better since the Coalition took over about 9 years ago.	More transportation for the kids, when they go to another center to play a game.
3	Clark	1. Work w/, support, help, actively partner with park groups to provide the best facility & park environments & programming, make funding available for maintenance, improvements & staff. 2. Where no parks groups exist; Rec Dept must do alone to provide services but try to gather neighborhood ownership & create partnerships	1. Go out of your way to work w/ park groups and <u>improve &amp; maintain existing</u> parks & facilities <u>before</u> creating new parks. 2. Hire " <u>fund development</u> " <u>professionals</u> & than <u>implementors</u> to carry out the plans, repairs, maintenance, & capital improvements in a quality way!!	1. Sufficient funding w/l budget to <u>maintain &amp; improve</u> park facilities (capital improvements needed) 2. Qualified staff & appropriate numbers of staff to maintain facilities & run programs.	1. Start w/ basics: <u>Clean</u> parks & facilities <u>daily</u> , <u>each</u> park/center needs <u>on-site</u> clean/maintenance person w/ crew help. 2. Maintenance = repair, replaces, paint up, etc., ... daily, weekly, monthly schedules that are implemented. 3. Reforestation plans & implemented. 4. Capital improvements @ <u>existing</u> parks/facilities.	1. With limited resources, there still are some very dedicated, hard working employees within the Recreation Department who really try to help get things done.	Work with the other Clark Park Coalition members to create the needed capital improvements "plan" for Clark Park, phase them according to the <u>joint</u> funding captured to implement the plan! Commit to finding the funds!
4	Clark	(1) Clean, working and safe facilities. (2) Recreational programming (staff to run centers) or money to community groups to do so	The services provided are very unreliable and, at times, unsafe.	Providing recreational opportunities to Detroiters.	* Do not repair facilities or answer calls in a timely manner. * Facilities do not have staff to run programming.	blank	* Leverage dollars by funding local community organizations.
5	Clark	Nothing	With no hard feelings its sucks	Improvement	Togetherness	Nothing	To do their jobs
6	Clark	I see the Rec Dept's role as providing <u>safe, clean, maintained</u> parks, playgrounds, playfields, and recreation centers that are open to the public throughout Detroit. Additionally, I see the Rec Dept's role as providing quality programming and staff for these sites.	I would say that I understand that the Rec Dept budget is limited, but I feel that improvements could be made. I would ask him what he is doing to advocate for the department, to reduce bueracracy and unnecessary administration, and to improve the quality of staff.	Lack of funding - lack of quality staff to run programs and maintain the parks. Perhaps the absence of leaders creatively seeking additional dollars and partnerships to achieve goals.	That the Dept's activities are often not rooted in the community it serves. Centers should welcome and request community collaboration. While the situation at Clark Park is different, the success of the Clark Park Coalition's programs show the difference that community collaboration brings.	Since the dept. is so large with such varied services, I imagine it is quite difficult to manage.	At Clark Park, I would like lights throughout the park to make for a safer community. Also - the tennis courts repaved. A fire-resistant, vandal-resistant playground (as opposed to the one proposed by the City).
7	Clark	No organization within itself. City needs to help clean its fields, help rebuild its ice rinks (Clark Park) and fix parking lots and sidewalks.	The Rec Dept needs to hire more competent people and to also add more lighting around the buildings and parking lots.	Fixing the building and fields and hiring more people to help. Also to make the center safe havens.	The Rec Dept needs to monitor the centers to make sure programming takes place daily.	The Clark Park hockey program and soccer program.	To help maintain bathrooms, ice rinks, ball fields, playground, parking lots, sidewalks, fences.
8	Clark	Showing them respect, having fun activities.	That they would have to clean up more, more capable workers.	Competing with suburban centers.	Just that they need to take care of their recreation better.	The number of people that attend the recreation department.	More activity, better facilities, improvement of staff, facility and/or program and service.

Parks Survey - Open Ended Question Responses

#	Group	3. What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?	4. What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?	5. What is the biggest challenge facing the Recreation Department?	6. Please state any concern that you have about the services provided by the Recreation Department.	7. What impresses you most about the Recreation Department?	8. What facility, program, service, staff or other improvement would you like the Recreation Department to make?
9	Clark	To provide <u>clean, safe, quality</u> environments & programming for each community; adults & children. Diverse Rec. programming @ <u>no cost for youth</u> = our kids cannot pay to play!! That's Clark Park's motto!	How many "skilled" fund development employees are in place to seek funds from a multi-source approach going after all the angles? Each year more \$ should be captured, focus park by park, center by center for improvements including a maintenance plan, enhance existing parks & centers before anymore are created!!! What has happened to the collaborative effort between city & county to transform, renovate, reutilize historic Fort Wayne? Make it happen - put the parties together to do it, this should be a regional and national destination!	Enough \$ and enough skilled staff: maintenance & programs & overseeing & implementation of capital improvements. Creating maintenance plans & people to carry out the plans.	Why is it that when the DPS children are out of school during the holidays (i.e., Christmas and Easter weeks, other holidays) the recreation centers are closed? This is a policy implemented that makes no sense. That maintenance staff & program staff have the needed tools &/or supplies to carry out their tasks & jobs.	Some real caring & "get the job done rec people" with limited funds, tools, supplies, resources, . . .	For Clark Park - A building addition, appropriately designed & built, new state of ice rink (and/or possible open-air roof? - not yet decided), park pathways installed w/ historic light fixtures to replace defunct lighting system, tennis courts & pathways repaved, baseball backstops & fencing refurbished, playscape areas need upgrading, & increased.
10	Creekside	More playgrounds, tennis courts, walkways	Clean - more playgrounds, softball fields. Fix tennis courts	Up to date recreation activities.	Need help cleaning	They don't try hard to clean up parks.	No.4 (Clean - more playgrounds, softball fields. Fix tennis courts)
11	Creekside	By maintaining a clean area - citizens will respect the same	Could we maintain trash pickup. Public facility - cut grass and trim trees as needed not after a jingle	Keeping the rec areas open and clean.	blank	blank	blank
12	Creekside	More activities in parks to draw more people and children, plus security	Same as previous - More activities in parks to draw more people and children, plus security	Money	I don't blame the recreation dept, it costs money, they need help with finances.	blank	I think if they had the monies they would know what is needed.
13	Creekside	The Rec Dept is <u>THE</u> provider of recreation including adequate & well-maintained parks, open-space, greenways, water activities, sports facilities, etc.	The park situation is unacceptable. Working with the communities, let's secure funding and act <u>progressively</u> instead of playing catch-up.	Funding, backing by Council & Mayor, motivation, staff	Slow to respond, negative attitudes, and lack of enthusiasm.	blank	* Installation of bike lanes & nature trails * Addition of large-scale greenway along the River connecting downtown to SW and E. * Marketing of Belle Isle
14	Creekside	First, to organize recreation activities for all citizens, but particularly the youth and seniors. The potential for water sports (canoeing, sculling, ice skating, etc) is seriously under-utilized. Second, do facilitate other organizations (schools, Boy & Girl Scouts, Little Leagues, Softball Leagues, etc) use of park facilities.	How can we help you to get more money? Would a petition campaign effect the Mayor and Council? Can community groups apply for grants for parks and recreation? How can recreation activities for all ages be introduced into more schools?	Lack of funds - lack of public understanding of the importance and impact of recreation.	There's not enough.	How much it does with so little.	Improve the Maheras Center <u>INCLUDING enclosing the pool</u> . We lose children to the canals in this neighborhood regularly. More after school and summer activities in rec. centers & schools and/or churches, libraries, etc. Better care of the parks & more nature oriented areas & programs. Too many of us feel little connection to - or respect for our natural world and that impacts how we relate to each other.
15	Creekside	Keep them clean and working and clean rest rooms also in working order.	Good equipment like swings, slides, etc. Also, swimming personal-guards.	Safety in equipment - in patrol	blank	Have no answer for this.	Group games for children like baseball - hockey - toy sail boat races - safe fishing places
16	Creekside	Keep parks clean, grass mowed, bathrooms available	See #1 - Keep parks clean, grass mowed, bathrooms available	See #1 - Keep parks clean, grass mowed, bathrooms available	See #1 - Keep parks clean, grass mowed, bathrooms available	?	blank
17	Creekside	To provide a facility that promotes recreation and personal health.	If they ever heard of remodeling.	Money / staff	Have not had knowledge of the services they provide.	Its location.	To re-hab
18	Creekside	blank	blank	blank	blank	blank	blank



Parks Survey - Open Ended Question Responses

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19	Creekside	To do just that - provide recreation services - in park facilities - skating rinks in winter - roller rinks in summer - bike facilities - concession stands - child activities - jungle gyms, etc.	Please help us to provide proper recreation for everyone.	Maintenance.	Toilet facilities - attendance to maintain parks - cutting grass - patrolling.	blank	Maintenance!!
20	Creekside	In light of budget limitations, keeping up the physical aspects of the parks	How can we work together to make our parks the best	Physical deterioration of the parks and the ongoing challenge to preserve for all to be able to enjoy	Need to provide an easy way of reporting problems	The enthusiasm and interest and cooperation shown by many of the staff.	Monitored rest stations
21	Volunteer Leadership Conference (VLC)	blank	blank	Resources and money	blank	<u>Some</u> of <u>your employees</u> that work at your facilities, excellent.	New buildings. Grass cut all summer
22	VLC	DRD should provide a clean and safe building and also grounds	DRD make sure you provide your workers with what they need	Money	blank	blank	blank
23	VLC	Providing program activities to all ages	Take time to make unannounced visits to the centers.	Reliable leadership.	Leadership - low esteem	The possibilities it has to offer not being enforced.	The most problem at Kemeny is the attitude of the staff toward the children.
24	VLC	Supervised rec.	1. Need better communication 2. No charge to enter Belle Isle	Money, man power	Delayed response, sometimes no response	Lawn service	Post appropriate instructions / violations
25	VLC	blank	blank	blank	blank	blank	blank
26	VLC	To provide the services they state	Prompt pickup of trash, clean bathroom facilities (a must) (& supplies)	Cooperation from the public, to maintain <u>our</u> facilities	blank	blank	Safe lead-free playgrounds for our families (lead poisoning is a concern)
27	VLC	Safety, adequate seating	Why are our facilities covered with more concrete than greenery? Why are the swings and other riding instruments so unhealthy looking? Why are we afraid to spend money on our childrens park.	Politics	blank	Nothing	Safer parks, senior citizen usable, game day, all senior day, horseback riding day, hay rides, adequate outdoor cookers.
28	VLC	Teen Lead, for Park games for the children in summer	To clean the broken glass, it is not safe.	Raking the glass off the sidewalk in and around the Park.	My concern is that they don't clean up often enough.	The willingness to work with us.	More trees, flowers, wood chips, clean grills once a year, part of the playscape need leveling, when it rains the water stands.
29	VLC	Team leaders for summer programs	Remove grass clipping after cutting grass with a grass catcher.	Raking dead grass around park and removing debris (in and around park)	Improve on response time	Willingness to cooperate with us when we call	1. More trees 2. Flowers 3. Wood chips 4. Level track area 5. Clean grills 6. Water stands around playscape when it rains
30	VLC	Team leaders for summer programs	Remove grass clippings, with a grass catcher.	Raking debris and dead grass in and around park.	Improvement on response time.	Willingness to cooperate with us	1. More trees 2. Flowers 3. Wood chips 4. Clean grills once a year 5. Water stands around playscape when it rains

Parks Survey - Open Ended Question Responses

#	Group	3. What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?	4. What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?	5. What is the biggest challenge facing the Recreation Department?	6. Please state any concern that you have about the services provided by the Recreation Department.	7. What impresses you most about the Recreation Department?	8. What facility, program, service, staff or other improvement would you like the Recreation Department to make?
31	VLC	Team leaders for summer programs	Remove grass clippings with a grass catcher	Raking debris and dead grass in and around park.	Improvement in response time.	Willingness to cooperate with us.	1. Trees 2. Flowers 3. Wood chips 4. Clean grills once a year 5. Water stands around playscape when it rains
32	VLC	blank	We need to improve all around the center and the playfield. When the pole was in the driveway I had to go around the back to unload and damaged my car, dropping in a hole.	No place for the senior's to relax. Bathroom needs to be updated. Get rid of roaches.	blank	blank	To clean out the things that are not needed to run the building.
33	VLC	Good or better	Get to work	Finance	blank	blank	All swings slide
34	VLC	Sports and leisure activities and programs available to citizens in a welcoming safe environment.	We have the facilities and staff in place - more coordination is needed to provide quality service	Staff knowledge and ability to provide quality service. Enthusiasm! Facility upgrades - dilapidated!	Allow communities to decide the type of programs available to them. Communities vary in interests!	The amount of land dedicated to the parks system.	Knowledgeable and dedicated staff to promote and facilitate recreational opportunities.
35	VLC	blank	blank	blank	blank	blank	blank
36	VLC	To ensure maintenance of facilities; to provide knowledgeable, caring staff; to work with advisory councils and community to meet particular needs	Thank you for our new Lipke Center. It is great. We will do our best to keep it up, and to work with the staff to make it the best center in Detroit.	Making sure recreation remains a priority in Detroit so that adequate funds are allocated for staff and facilities.	I am concerned that the salaries paid to staff may not be enough to attract and keep quality personnel.	The family spirit and the ability to network successfully with many other organizations and departments.	Investigate the art of <u>aikido</u> . It is an all encompassing, all-ages, mental and physical, life-changing art. I would like to see this art taught in Detroit.
37	VLC	blank	blank	blank	blank	blank	blank
38	VLC	blank	blank	blank	blank	The willingness to help bring fun to our park and area.	Service to keep unnessary trouble away from our park.
39	VLC	The department should provide our citizens young and old the opportunity to use the Park. It should be kept safe and clean. Someone should be at the Park to make sure that the programs are run properly.	We need some equipment on the park.	Getting people to work at the parks.	blank	They are willing to help.	blank
40	VLC	blank	Meet with us face to face some time.	Getting the neighborhood involved with the park.	blank	blank	Getting someone in the park everyday and conduct games.
41	VLC	Just what they are doing! We have to ask?	Keep the equipment in good condition	blank	blank	blank	blank
42	VLC	To give people in area a place to take their kid to a safe place to play.	Come and cut the grass more often during the summer.	Try to be able to give service to all of the parks.	I have just taken over the job as chair of our park, and I will see how the service comes.	About all the information they send out to you.	Don't know yet, but anything is a help. Just to get more adults to come in to the programs.
43	VLC	Provide recreation activities. Build state of art recreational buildings.	Keep advisory boards informed about recreation.	Money. Lack of.	Do things in a timely manner.	Working with recreation departments	Training for employees. How to do their jobs, etc.
44	VLC	To implement programs, advise neighborhood associations, provide plantings, playground equipment and help maintain them - provide positive influence on appearance of park and relationship with park organizations.	What can we do to help you make the programs better?	Maintaining and upgrading small neighborhood parks.	The cities ability to maintain parks and equipment as well as personel to assist neighborhood associations.	Their attempt to do a good job under difficult conditions.	People to talk to the neighborhood youth about career opportunities, respect for oneself and others as well as pride of ones park.

Parks Survey - Open Ended Question Responses

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45	VLC	Provide safe, dependable recreation activities for all citizens at its parks and facilities.	Parks must be clean and safe. Each child must be afforded recreational opportunities within walking distance of their homes at parks and centers. Work closer with the schools.	Getting the supplies, equipment and facilities to provide quality customer service.	Maintenance and upkeep of centers and park grounds. Too much paper and trash in and around park grounds. Landscape the grounds more attractively.	Their ability to provide youth services despite a shrinking employee base. Hire more professional staff with skills in many disciplines and a positive work ethic.	Link services with the schools. Use their facilities for youth/adult programming after school hours.
46	VLC	blank	Professionalism needs to be increased. Information needs to be circulated, better outreach is needed.	Involvement of families and communities. More user-friendly centers.	blank	Activities available. Reasonable fees.	More educational / recreational activities. Motivational activities (communities). I.e. Fund raising, self development efforts.
47	VLC	Keeping the lawn mowed and overall appearance of Park clean, neat, paper picked up.	Why is the grass cut only once in the summer and litter baskets only provided at the entrance/exit to park?	Hiring more people to do the maintenance work.	They are not doing enough	Their lack of personnel for inner city parks.	More personnel for inner city parks.
48	VLC	Ensuring that there are safe and updated facilities with quality staff and programs to meet the needs of all the residents that utilize them.	If you cannot afford to hire qualified employees to run the centers, please train them yourself. Especially in customer service.	Acquiring qualified staffs with vision to manage the recreation facilities.	In our area they don't meet the needs of all residents.	Some employees work very hard and are very concerned about providing quality service to those they serve!!	See #5 & #6 - Acquiring qualified staffs with vision to manage the recreation facilities. In our area they don't meet the needs of all residents.
49	VLC	More equipment, more help with the park.	Keep up the work they are doing and try and give us a little more help.	Money for the park program.	Keeping the park safe for our youths.	More development of our parks.	More improvements.
50	VLC	To provide sufficient equipment to the citizens and their community parks	Good job, keep it up. Try hard to find some more funds and come to our monthly meetings sometimes.	Staffing and financing.	Keep the park safe by more policing. The police should walk around the parks.	The willingness to help each park.	Hire more staff for improvement and services.
51	VLC	blank	Would ask about the shed roofing repair - soon	Getting help	I think is good	They are interested in the young people	More improvements.
52	VLC	blank	blank	blank	blank	blank	blank
53	VLC	blank	blank	blank	blank	blank	blank
54	VLC	blank	blank	blank	blank	blank	blank
55	VLC	blank	blank	blank	blank	blank	blank
56	VLC	blank	blank	blank	blank	blank	blank
57	VLC	blank	blank	blank	blank	blank	blank
58	VLC	Sending out communications on time.	blank	blank	blank	blank	blank
59	VLC	Relay necessary information to appropriate personnel to help us get our needs.	Check on employees to see that they are fulfilling their requirements.	Ability to enforce a safe secure park.	Physical appearance being kept up.	Their willingness to help when asked.	More safety for children.
60	VLC	blank	blank	blank	blank	blank	blank
61	VLC	blank	blank	blank	blank	blank	blank
62	VLC	To provide more Recreation Centers, close to neighborhoods.	Need more activities for youth, close to neighborhood.	Youth and senior programs.	Transportation	blank	More programs for youth & seniors.
63	VLC	blank	blank	blank	blank	blank	blank
64	VLC	Providing a high standard quality of life for our citizens & especially our children who need nurturing physically, mentally, morally & spiritually.	Under the current budget constraints, I'd ask him to come up with new and inventive ways to fund special programs for our youth to guide them to become well rounded men & women.	Money & quality personnel. Keeping the facilities clean & up to date in terms of state of the art equipment & programs.	Personally, it is frustrating to see the condition of our parks today. With all the monies that flow through this city - it's a shame that the current administration does not have as it's priority recreation high on it's list!!	From my point of view communication w/ staff is very important to individuals & groups that are trying to utilize the services of the department.	Concerts at the Belle Isle shell. More <u>organized</u> activities on the playgrounds. The problem is mainly lack of activities for the youngsters today.
65	VLC	blank	Make it a little safer for leaving the R.D.	No place to park. Area parking is dark.	Spaces set up.	Nice meeting spaces.	Neatness. Cleanness.

Parks Survey - Open Ended Question Responses

#	Group	3. What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?	4. What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?	5. What is the biggest challenge facing the Recreation Department?	6. Please state any concern that you have about the services provided by the Recreation Department.	7. What impresses you most about the Recreation Department?	8. What facility, program, service, staff or other improvement would you like the Recreation Department to make?
66	VLC	Care and attention to the symbiotic relationship of nature and the city. Honoring humans, plant life, animals, insects, water, air, etc.	What is your role, your passion, in encouraging and inspiring the citizens of Detroit in participating in your parks and recreation development, care and sharing your vision with the State of Michigan.	Awareness of need and care by <u>all</u> .	Thinking . . . .	blank	I work with the homeless population. They are citizens of Detroit, yet are treated very poorly. Is there a way to utilize their gifts? They are more than park bench warmers! There are many homeless youth!
67	VLC	A connection to safe, health & fun endeavors for leisure.	What are your specialists specializing in?	Funding	blank	They make it happen	Make a decision of the Belle Isle situation.
68	VLC	blank	blank	blank	blank	blank	Would like to see some benches, more trees. We plant flowers but we would like to see more signs that states that this is a park.
69	VLC	That all communities are not serviced the same. Facilities are not utilized properly.	What appears is not so, how are you going to tie in Rec. Programs with the school system.	That all parents work. What about a homework after school program.	That a lot of your staff lack motivation.	That a lot of young people work with kids and try hard to keep them focused, but funding is low for different programs.	blank
70	VLC	Just that! To provide recreation and activities to the participants.	Instead of paying for us to come to these trainings, use that money to fix the problems in the center: ex. Equipment, supply and the fields: softball, baseball and playing fields.	Same as #4. Instead of paying for us to come to these trainings, use that money to fix the problems in the center: ex. Equipment, supply and the fields: softball, baseball and playing fields.	Same as #4. Instead of paying for us to come to these trainings, use that money to fix the problems in the center: ex. Equipment, supply and the fields: softball, baseball and playing fields.	That regardless of the conditions, the staff continues to try and do their jobs.	The answer to #4 would solve a lot of problems. If this is done then I would not mind coming to these trainings. As it is now I feel it's a waste of money and my time.
71	VLC	blank	To provide more (any) service to Bradley playground that's in a forgotten area.	Money and community participation.	blank	blank	I would like "some" type of program provided to Bradley Playground. It doesn't have to be daily, but if monthly, that would be great.
72	VLC	Maintaining the upkeep of recreation facilities. Provide the communities of the various activities available to the citizens (both youth and seniors)	Recreation should be more accessible to the communities.	blank	blank	blank	blank
73	VLC	To provide safe, educational, fun and a provider of concern, realizing all ages have particular needs outside of work - these needs met can create a community of happy, productive, individuals - 1. Sports 2. Casual (picnics, parties)	Keep the faith and continue your challenge to us because we (the community) need to steer the machine to meet our needs. Thanks.	Balancing the needs between a diverse city. <u>Be strong</u>	Keep the faith - yes the job looks big - keep people involved	Leadership	Parks
74	MORS	To provide necessary, adequate and clean recreational facilities for all ages year round.	To have a set time for park visitation, similar to trash pick-up.	Probably budget-wise.	Not consistently.	Their friendliness and willingness	All of the above.
75	MORS	Getting more people involved.	Make supervision more accountable.	Citizens cooperation	Need more people and equipment.	Nothing	Charge to go on Belle Isle.
76	VLC	blank	blank	blank	blank	blank	blank
77	VLC	Working with one another	Please help those that are trying to work outside of parks & recreation	Getting enough funds	Other centers need help working with senior citizens	Having workshops	To have more classes, such as languages, sewing, music, etc.
78	VLC	Provide equipment in the park.	Needs to attend monthly meetings.	Receiving cooperation.	blank	blank	blank

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79	VLC	Giving the children more activity and the seniors. Making sure that all Recreation Centers are well funded and well organized and furnished with all things needed to keep programs running.	Please make sure the Recreation Centers are well supplied and have committed workers and/or volunteers.	Having adequate equipment, help and space for the things that the Recreation Centers do and provide.	That they are slow about getting information down to the other centers and departments.	When they do things they do them and do them real good.	I would like them to improve Bradby Recreation Center. Make it larger so we can have more activities at the center.
80	VLC	A lot of youth and senior programs.	How nice the programs are.	More people to help.	So far the services are great.	Programs and staff.	So far everything is great.
RC 1	Considine	blank	Deliver services to the people. Open its doors on Saturdays.	The recreation of citizens, not just a job for staff to maintain.	The services are non-existent.	Not a thing	All new staff. All new programs. Senior citizens programs.
RC 2	Clemente	Please poll your citizens. Find out what they want. Provide more consistent services. You need bilingual translator for your Latin American community.	The staff needs to be full time. Provide for the needs of a predominately Hispanic community.	Limited funds for activities for both kids and seniors.	When there is an outing, there is no transportation or parental chaperones.	Mr. Gresham puts forth an effort to find out the needs and interest of the community.	Please allow staff to provide more craft instruction (i.e. cooking, sewing and ceramics). Also consider providing tutorial services for children and adult education.

Parks Survey - Performance Rating Responses

		Total Score	# of Responses		Average Performance Score	High or Low Score	High or Low Importance	
E m p a t h y	1. Recreation Department staff is interested in solving problems.	225	74		3.0405	HS	LI	
R e l i a b i l i t y	2. The Recreation Department is easily accessible by telephone.	242	74		3.2703	HS	LI	
R e s p o n s i v e n e s s	3. Recreation staff follows through on commitments.	223	74		3.0135	HS	LI	
T a n g i b l e s	4. Parks and grounds and playfields are clean and well maintained.	203	78		2.6026	LS	HI	
R e l i a b i l i t y	5. Recreation Department operating hours are convenient to all users.	233	72		3.2361	HS	LI	
A s s u r a n c e	6. I know who to call when I have questions or need help.	241	74		3.2568	HS	LI	
E m p a t h y	7. Recreation Department staff is receptive to suggestions for park improvements.	229	71		3.2254	HS	LI	

Parks Survey - Performance Rating Responses

		Total Score	# of Responses		Average Performance Score	High or Low Score	High or Low Importance	
R e l i a b i l i t y	8. Programs offered at Recreation Department parks and facilities are widely communicated to prospective participants.	208	75		2.7733	LS	LI	
T a n g i b l e s	9. Park equipment is in good working condition.	174	72		2.4167	LS	HI	
A s s u r a n c e	10. The facilities and grounds are safe.	191	75		2.5467	LS	LI	
E m p a t h y	11. Recreation Department staff is always polite and courteous.	265.5	71		3.7394	HS	LI	
R e s p o n s i v e n e s s	12. Requests for equipment and supplies are responded to quickly.	178	71		2.507	LS	LI	
A s s u r a n c e	13. There is a feeling of partnership between my group and the Recreation Department.	247	71		3.4789	HS	LI	
T a n g i b l e s	14. Comfort stations are clean and sanitary.	153	64		2.3906	LS	HI	

# Parks Survey - Performance Rating Responses

	<b>Total Score</b>	<b># of Responses</b>		<b>Average Performance Score</b>	<b>High or Low Score</b>	<b>High or Low Importance</b>
	3012.5	1016		2.9651		

	<b>Total Score</b>	<b># of Responses</b>	<b>Performance of Attribute</b>
Empathy	719.5	216	3.3310
Tangibles	530	214	2.4766
Assurance	679	220	3.0864
Responsiveness	401	145	2.7655
Reliability	683	221	3.0905
	<u>3012.5</u>	<u>1016</u>	



## Parks Survey - Comments on Low Ratings

#	Meeting	Comments on Low Scores
1	Clark	The park could use some new equipment for outside work also something to help the ice. The facilities need better lighting in the night when leaving it is dark in the parking lot and also parking lot needs resurfaced badly lots of bumps. Thank you.
2	Clark	#5 - Hours are too short in the summer #8 - Programs are posted, but a lot of kids don't read them to find out enough about them. #9 - It's ok when new - but after a few months there is a lot of wear and tear and it takes a year to replace.
3	Clark	1. Park equipment is not regularly maintained; maintenance schedules and qualified man-power needed to implement, maintenance materials and supplies needed in stock to carry out tasks plus working tools/equipment to carry out tasks. 2. Equipment and supply requests are extremely slow, even toilet paper, toilet deoderizers, soap, paint . . . .
4	Clark	* Very limited hours * No follow-up maintenance to calls
5	Clark	All scores above reflect what the Rec Department truly functions as.
6	Clark	#1 - I see a lack of interest in solving problems since there are several problems that exist - tennis courts in bad condition, parking lot in horrible condition & most recently broken ice rink compressor and no working bathrooms for a month. #2 - It took many, many phone calls to the Rec Dept & eventually to the mayor's office in order to use the ISDN line which the Rec Dept had said we could use. #4 - Leon, the city worker who cuts the grass, seems to do a good job considering he is only one person and Erwin the city worker assigned to the Rec Center never complains about doing work and works above and beyond his paid hours. However, Clark Park is a large park and needs more than 2 people. The parking lot is never snow plowed and most of the playfield maintenance is done by CP Coalition workers, volunteers, and youth. #5 - The dept. closes for holidays when the kids are out of school such as xmas holidays when youth need a place to go. #9 - Many things aren't working: bathrooms & plumbing, ice rink compressor, tennis courts #10 - We need lights in Clark Park to make the park and our community safer. We need the parking lot plowed. #12 - We need paper towels and real toilet paper and hand soap in a timely manner. #14 - In light of our current situation, we are in desperate need of the City to repair the broken sewer line under the park. The sewage that is seeping out is no doubt a hazard to our youth's health. As a result we have had no bathroom use for about a month.
7	Clark	blank
8	Clark	blank
9	Clark	blank
10	Creekside	blank
11	Creekside	blank
12	Creekside	They lack money in order to make improvement and have to have more activities and more caring people.
13	Creekside	blank
14	Creekside	Each 2 rating has the same reason - not enough money. There is another problem with A.B. Ford. Some years it is "rediscovered" by Grosse Pointe and other suburban youth. They come late, leave well after midnight, paint graffiti on the Lenox Center, leave alcohol bottles littered about and disturb the neighbors next to the park and those homes they park in front (park gate is usually closed by 5:00 pm). Occasionally, these activities have escalated into violence - once about 15 years ago it ended in a race riot involving some 60 people. It is not a priority with the police until it culminates in a police priority which most likely could have been avoided if the disrespectful activity was stopped early on. The police need to work with the Park Patrol. And hey - when is Wayne County going to put the money from proposal P for Mariners Park into the park? Currently, it's a large vacant lot on the river.
15	Creekside	We use the Ford Brush Park for events and we always have to clean and even paint it up. Also Belle Isle does not have doors on rest rooms. Maheras / Gentry park has to have swimming covered so it can be used all year.
16	Creekside	blank
17	Creekside	The facility is in poor condition and needs experienced staff.

# Parks Survey - Comments on Low Ratings

#	Meeting	Comments on Low Scores
18	Creekside	I have tried to contact parks & rec about the parks that are in my area. I could never get an answer. The grass gets cut 3 times during the summer, there are out of control weeds, its terrible. I do not feel safe in the park w/ my children.
19	Creekside	What I have seen with my own eyes.
20	Creekside	- There is a need for more trash containers, and more permanent, and heavy (as they get thrown into the river) - Need consistent collection of ALL trash containers - Grass needs to be cut more often and earlier on in the spring as it clumps up and looks bad and collects trash Parking lots need thorough cleaning at least 3 times per year with street cleaning equipment being the most effective way of removing the constant broken glass Why can't DPW make a swipe through the parking lot when servicing Lakewood, Scripps, and Lenox streets?
21	Volunteer Leadersip Conference (VLC)	Playground equipment. New building needed. Grass grounds maintenance. Cars kept out of parks.
22	VLC	2 - Number change do new number listed 4 - Absolutely not 6 - We call nobody does anything 8 - can't read 9 - No ver antiquated 10 - gangs and dope dealers 12 - never 14 - no
23	VLC	The building is dirty, junk entry everywhere - the grounds are not kept.
24	VLC	1. Requests for some perfmited services never responded to. 2. Requests for particular signs never responded to.
25	VLC	blank
26	VLC	blank
27	VLC	Most recreation departments are under staffed and they can't address a lot of concerns and issues. Therefore a majority of things are patch work or put off until . . . ? There is so much red tape and who's job is who's that nothings getting done.
28	VLC	blank
29	VLC	blank
30	VLC	blank
31	VLC	blank
32	VLC	The building and grounds need improving. Holes on the grounds.
33	VLC	There is no one to check or supervise nothing.
34	VLC	Funding is a major part of all low ratings. Money is needed for staff training in all aspects, facilities need up-grading and regular maintenance, signage (computer generated) needed at all facilities.
35	VLC	blank
36	VLC	Since our center has been closed for renovation, I am answering on the basis of past experiences and on relationships with the central department.
37	VLC	blank
38	VLC	The park is not open to the public yet.
39	VLC	We are in the process of getting a plan together to make the park a success. The equipment is coming. Swings, climbing equipment.
40	VLC	We never get to meet with anybody. If we met somebody in person, maybe things would be better.
41	VLC	blank

# Parks Survey - Comments on Low Ratings

#	Meeting	Comments on Low Scores
42	VLC	blank
43	VLC	Employees do not return calls. Have to force employees to call. Slow in acting on equipment.
44	VLC	Because of limited funds, desire and reality are far apart. More money for parks would produce higher ratings.
45	VLC	Resources, security, vandalism, man power, work ethic.
46	VLC	blank
47	VLC	blank
48	VLC	blank
49	VLC	n/a
50	VLC	There needs to be more staffing to be effective working with all these city parks. There needs to be a special crew who can provide repairs for this broken equipment that could be used.
51	VLC	I would like Griffen Park because the ground is rough. It needs leveling off.
52	VLC	blank
53	VLC	blank
54	VLC	blank
55	VLC	blank
56	VLC	blank
57	VLC	blank
58	VLC	The park is not safe some time due to visitors that come to the park and won't cooperate with the staff.
59	VLC	The park is unsafe at times because of some visitors to the park.
60	VLC	Unsafe around the park and on the ground.
61	VLC	More attention needs to be given to comfort stations.
62	VLC	There are youth gangs with drugs that we can't take young kids (on Bryden & Central). Can't get seupplies for our park Bryder & Central. Looks like a junk yard.
63	VLC	blank
64	VLC	blank
65	VLC	The lack of regular staff when regular staff is off.
66	VLC	#6 - just do not know
67	VLC	blank
68	VLC	blank
69	VLC	blank
70	VLC	It's simply "no" to the low scores.
71	VLC	I have little to no knowledge about programs offered at recreation department parks and facilities. I would like to be on the who's who list for information.
72	VLC	Although our church is located on the eastside (3411 Holcomb 48214), we have not received any information from Parks & Recreation. I order the swim mobile, but have not received confirmation.
73	VLC	I feel the Recreation Director should also run police and counseling services for the City of Detroit. I know this is a radical idea, but for a City to move off of first base we need new ideas. Maybe even the schools - just imagine. Funding, Funing, Funding.
74	MORS	blank
75	MORS	blank
76	VLC	blank
77	VLC	Sometimes staff does not have a business approach to visitor and etc. Always playing and trying to court.
78	VLC	blank
79	VLC	For number 8 reason: They are slow about getting information to the centers and community. The equipment is either passed down or non-existent and if passed down it's already not unale. Asking and requesting equipment is non-existant. They are always out of equipment.

Parks Survey - Comments on Low Ratings

#	Meeting	Comments on Low Scores
80	VLC	blank
RC1	Considine	New start
RC2	Clemente	The center needs generalized cleaning. Inventory all working equipment. Put in requisitions to repair/replace non working equipment. Empower community / center communication by inviting community to work with your neighbors.

**Total Points Allocated = 100 points**

## **Sports League Survey of Recreation Department Services Continued**

3. What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?

4. What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?

5. What is the biggest challenge facing the Recreation Department?

6. Please state any concerns that you have about the services provided by the Recreation Department.

7. What impresses you most about the Recreation Department?

8. What facility, program, service, staff or other improvement would you like the Recreation Department to make?

## Sports League Survey of Recreation Department Services Continued

### Part III

		How do you rate the City of Detroit Recreation Department's service performance?					
QUESTION		Low				High	
1. Recreation Department staff is interested in solving problems.		1	2	3	4	5	N/A
2. The Recreation Department is easily accessible by telephone.		1	2	3	4	5	N/A
3. Recreation staff follows through on commitments.		1	2	3	4	5	N/A
4. Parks and grounds are clean and well maintained.		1	2	3	4	5	N/A
5. Recreation Department operating hours are convenient to all users.		1	2	3	4	5	N/A
6. Facilities are clean and well maintained inside.		1	2	3	4	5	N/A
7. I know whom to call when I have questions or need help.		1	2	3	4	5	N/A
8. Recreation Department staff is receptive to suggestions for park improvements.		1	2	3	4	5	N/A
9. Programs offered at Recreation Department parks and facilities are widely communicated to prospective participants.		1	2	3	4	5	N/A
10. Equipment is in good working condition.		1	2	3	4	5	N/A
11. The grounds and/or facility are safe.		1	2	3	4	5	N/A
12. Recreation Department staff is always polite and courteous.		1	2	3	4	5	N/A
13. Requests for equipment and supplies are responded to quickly.		1	2	3	4	5	N/A
14. There is a feeling of partnership between my group and the Recreation Department.		1	2	3	4	5	N/A
15. Comfort stations are clean and sanitary.		1	2	3	4	5	N/A
16. Playfields and/or courts are ready to use at scheduled game times.		1	2	3	4	5	N/A

Please provide the reason for items receiving a low rating. Use the back of this page, if more space is needed.

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## Sports League Survey - Overall Score and Attribute Rank

#	Group	Program	Park / Facility	How often are Rec Dept Facilities used? (daily, monthly, weekly, other)	Overall Quality Rating		Allocate 100 points according to importance:					
					How would you rate the overall quality of service provided by the Rec Dept? (1 = extremely poor, 5 = extremely good)	Comments on Overall Quality Rating	Importance of Appearance (Tangibles)	Importance of Dependable and Accuracy (Reliability)	Importance of Willingness to Help (Responsiveness)	Importance of Knowledge of Staff (Assurance)	Importance of Caring & Individualized Attention (Empathy)	Total Points Assigned
1	Orchards Youth	Baseball	Milan Playfield	daily	1		20	20	20	20	20	100
2	Yankee Baseball	Baseball	Many parks throughout the city	daily April through August	1		35	22	19	13	11	100
3	sl2	Soccer & Baseball	Wiere, Wheeler, Forest, Lafayette, Johnson, Maheras, Riverside	daily	2		30	40	15	10	5	100
4	DRAAA	Detroit Renaissance Amateur Athletic Assn.	Atkinson / Palmer	other - summer months	3		15	5	40	20	20	100
5	Rosedale-Grandmont Baseball	Rosedale - Grandmont Baseball	Stoepel Park No. 1	daily	5		10	65	10	5	10	100
6	Detroit Youth Soccer League	Detroit Youth Soccer League	Wigle, Johnson, Clark	daily	2		15	30	30	10	15	100
7	Think Detroit	Youth baseball	Beaubien Field	weekly	1		30	50	0	10	10	100
8	Think Detroit	Baseball / Basketball	All Think Detroit Basketball / Baseball Facilities	daily / weekly	1.5		20	20	20	20	20	100
9	Think Detroit	Think Detroit		weekly	1		50	0	0	0	50	100
10	Think Detroit	Coach Pitch	Wheeler / Wigle	weekly	3		15	20	25	20	20	100
11	Think Detroit	Think Detroit	Wigle	weekly / other	3		50	90	90	75	75	380
12	Think Detroit	Think Detroit	Wigle	weekly	3		b	b	b	b	b	b

<b>Total</b>				26.5		290	362	269	203	256	1380
<b># of Responses</b>				12		11	11	11	11	11	
<b>Average</b>				2.2083		26.3636	32.9091	24.4545	18.4545	23.2727	125.4545
<b>Weighted Average</b>						21.01%	26.23%	19.49%	14.71%	18.55%	100.00%



## Sports League Survey - Open Ended Question Responses

#	Group	What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?	What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?	What is the biggest challenge facing the Recreation Department?	Please state any concern that you have about the services provided by the Recreation Department.	What impresses you most about the Recreation Department?	What facility, program, service, staff or other improvement would you like the Recreation Department to make?
1	Orchards Youth	Stop making excuses regarding capabilities of fixing up designated sites; for us, baseball diamonds.	See #3. Also, to let higher know that is embarrassing to host tournaments with out-of-state competition. When we send teams to suburbs or out of state the fields are immaculate. Not here in Detroit however.	Budgetary issues apparently.	Not prompt with maintaining fields in Detroit.	n/a	Again, back to baseball field renovations.
2	Yankee Baseball	<ul style="list-style-type: none"> <li>· To have / maintain good facilities, parks, etc.</li> <li>· Provide suitable facilities for youths and adults to play.</li> <li>· To provide good quality services for the citizens of Detroit.</li> <li>· Ensure that the playing fields are up to par.</li> <li>· Very important to the youth of the city. It helps if there is a place where we can play in the city.</li> <li>· Make the recreation facilities playable and presentable.</li> <li>· The Recreation Department is a major role player in our lives everyday. If you have poor recreation facilities, that makes the community poorly run.</li> </ul>	<ul style="list-style-type: none"> <li>· The fields and parks are terrible</li> <li>· To provide the services.</li> <li>· I cannot believe a city with 1 million residents have the worst baseball facilities in the entire state.</li> <li>· Get playing fields into playing shape – suburb-like facilities.</li> <li>· No changes in parks, baseball fields, basketball courts, and other recreation areas since the 1970s.</li> <li>· The facilities have not changed in years; they need updating.</li> <li>· I would like to be his / her assistant on providing time and space for community activities.</li> </ul>	<ul style="list-style-type: none"> <li>· To overcome the bad maintenance of the fields.</li> <li>· From here, getting finances.</li> <li>· Facilities to service the people of Detroit.</li> <li>· To provide top-notch facilities.</li> <li>· Maintaining the playing fields.</li> <li>· Baseball fields, parks, trash.</li> <li>· Getting the facilities in initial condition and maintaining them.</li> <li>· Equipment and money, and maintaining their facilities.</li> </ul>	<ul style="list-style-type: none"> <li>· What services?</li> <li>· Be more responsive.</li> <li>· Where is the service?</li> <li>· Recreation centers should be open 7 days a week and maintain their fields.</li> </ul>	<ul style="list-style-type: none"> <li>· Nothing</li> </ul>	<ul style="list-style-type: none"> <li>· Get the baseball fields up to good playing standards.</li> <li>· Maintaining well-kept baseball diamonds.</li> <li>· Better community involvement.</li> <li>· Baseball fields.</li> <li>· Make more recreation centers. Every resident does not have a recreation center.</li> </ul>
3	sl3	Ideally, the Rec Dept. should provide exceptional programming in the organized sports league arena. Practically speaking, the Rec. Dept. would do well just to keep the playfields properly maintained.	Show some creativity! Lease playfields (long-term) to providers that demonstrate the interest and ability to maintain or improve field and provide quality programming. Then get out of the way. Let the program providers made the improvements you keep promising.	Don't know.	Seems to be some redundancy w/ athletic facilities planned by Detroit Public Schools.	Big dreams. The plans for Farwell, Jayne, Patton, Manz, etc. are great. But enough already! Give the plans to a program provider with a lease and let them make it happen.	Lease playfields to program providers. Let providers manage facilities.
4	DRAAA	blank	blank	blank	blank	blank	blank

## Sports League Survey - Open Ended Question Responses

#	Group	What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?	What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?	What is the biggest challenge facing the Recreation Department?	Please state any concern that you have about the services provided by the Recreation Department.	What impresses you most about the Recreation Department?	What facility, program, service, staff or other improvement would you like the Recreation Department to make?
5	Rosedale - Grandmont Baseball	Not so much as the developer of activities. Rather as the ones that make sure that activities can be provided and all of the necessary parts are available and sufficient.	First of all, you have a number of people that work in your department that are wonderful to work with and really act like they enjoy their job and are genuinely interested in serving the citizens of the city. Secondly, there is always room for improvement so just stay in touch with the people so our needs can be met as they change. Lastly, you are doing a GREAT job !!!!!!!	Probably budget and getting those higher up to see that this is a very important part of our lives - recreation.	Not enough programs for children just left to themselves while both parents work, live in a single parent home, or have nothing to do during the summer.	Willingness to do whatever they can do to help.	Help with building a concession stand so we can help finance our league.
6	Detroit Youth Soccer League	Upkeep and maintenance of game fields and facilities. Assist established sports leagues and provide equipment.	Rec employees do not have direction to establish leagues. Department should contract successful and established leagues to run sports programs. Department should provide equipment and maintain fields.	Realize they need outside help to run quality programs for Detroit's youth. Generating enthusiasm from the top that will trickle down to facilities.	Non chalance and lack of effort. Lack of accountability.	Individuals in facilities who sway from "standard practice" and allow outside programs to do what's right for the kids.	Begin to assist outside leagues to run quality programs out of the Rec Centers.
7	Think Detroit	Maintain the current properties, develop programs for the youth, clean environment for everyone to enjoy	Take better care of city properties (Belle Isle, City Parks)	Cleaning and maintaining fields	Needing better management	The potential of the properties that they have.	blank
8	Think Detroit	Keeping facilities up to par in areas of safety, appearance, sanitation disposers, and often being visible during sports seasons that the facilities are in use.	Attempt to improve quality and recreation every year. Take time to visit these facilities and make yourself known to organizations and participants.	Continually keeping facilities up to par throughout the year.	Attempt to have facilities prepared prior to seasons and limit work during the seasons. Also, try to remove dust-causing machines from fields.	This attempt to get input from direct users of the facilities.	Seating for fans, dusty medium of fields (hazardous and very unhealthy). Attempt to be visible during seasons. Let organizations know you have received input and are willing to work together for improvements.
9	Think Detroit	More activities for youth and seniors	Clean up parks and also make equipment in parks better.	Keeping parks clean and maintained.	Clean up	Its free	Clean up
10	Think Detroit	Being able to provide quality recreation to all ages of residents of the city	That he needs to obtain more funding for newer facilities, more staff	Dealing with the higher ups in the political process when trying to determine how much money the Rec gets.	Operable rest rooms, water fountains	I like the staff	None

#	Group	What do you see as the role of the Recreation Department in providing recreation services to the citizens of Detroit?	What would you want to say to the Director of the Recreation Department if you talked to him about recreation service?	What is the biggest challenge facing the Recreation Department?	Please state any concern that you have about the services provided by the Recreation Department.	What impresses you most about the Recreation Department?	What facility, program, service, staff or other improvement would you like the Recreation Department to make?
11	Think Detroit	To provide safe, clean facilities for a free to affordable. Individual and inter-mural sports	I would like rec facilities to "appear" inviting instead of the dinginess that resemble juvenile jailing facilities.	To encourage all incomes to participate as a family instead of just sending the kids.	I've heard that Stone Pool will reopen this summer - Good! It's incumbent on the city to provide activities / physical outlets for our youth and communities - all hours.	I'm impressed w/ NorthWest Activity Center (is that Rec Dept?). Coleman Young too as far as activities are concerned. I'd like to see Brewster / Wheeler and Wible equipped w/ the same lighting, facilities and training of staff.	Additional daytime pool hours / life guards. Possible transportation from senior centers to Brewster / Wheeler Rec.
12	Think Detroit	blank	blank	blank	blank	blank	blank

## Sports League Survey - Performance Rating Responses

		Total Score	# of Responses		Average Performance Score	High or Low Score	High or Low Importance	
E m p a t h y	1. Recreation Department staff is interested in solving problems.	29	12		2.4167	LS	LI	
R e l i a b l e	2. The Recreation Department is easily accessible by telephone.	33	11		3.0000	HS	HI	
R e s p o n s i v e	3. Recreation staff follows through on commitments.	26	11		2.3636	LS	LI	
T a n g i b l e s	4. Parks and grounds are clean and well maintained.	19	12		1.5833	LS	HI	
R e l i a b l e	5. Recreation Department operating hours are convenient to all users.	38	12		3.1667	HS	HI	
T a n g i b l e s	6. Facilities are clean and well maintained inside.	22	11		2.0000	LS	HI	
A s s u r a n c e	7. I know who to call when I have questions or need help.	32	12		2.6667	LS	LI	
E m p a t h y	8. Recreation Department staff is receptive to suggestions for park improvements.	25	12		2.0833	LS	LI	
R e l i a b l e	9. Programs offered at Recreation Department parks and facilities are widely communicated to prospective participants.	27	12		2.2500	LS	HI	

Sports League Survey - Performance Rating Responses

		Total Score	# of Responses	Average Performance Score	High or Low Score	High or Low Importance
Tangible	10. Equipment is in good working condition.	25	12	2.0833	LS	HI
Assurance	11. The grounds and/or facility are safe.	23	12	1.9167	LS	LI
Empathy	12. Recreation Department staff is always polite and courteous.	32	11	2.9091	LS	LI
Responsiveness	13. Requests for equipment and supplies are responded to quickly.	26	11	2.3636	LS	LI
Assurance	14. There is a feeling of partnership between my group and the Recreation Department.	30	12	2.5000	LS	LI
Tangible	15. Comfort stations are clean and sanitary.	23	12	1.9167	LS	HI
Reliability	16. Playfields and/or courts are ready to use at scheduled game times.	30	12	2.5000	LS	HI
		440	187	2.3529		

	Total Score	# of Responses	Performance of Attribute
Empathy	86	35	2.4571
Tangibles	89	47	1.8936
Assurance	85	36	2.3611
Responsiveness	52	22	2.3636
Reliability	128	47	2.7234
	440	187	

# Sports League Survey - Comments on Low Ratings

#	Group	Comments on Low Scores
1	Orchards Youth	I don't know the reasons, but would like to.
2	Yankee Baseball	<ul style="list-style-type: none"> <li>· There is no service.</li> <li>· We need help in maintaining our recreation facilities!</li> <li>· We have totally given up expecting any services from Detroit Parks and Recreation.</li> </ul>
3	sl2	Grounds are in miserable shape, particularly at neighborhood parks. Dept. staff (especially leadership) seem only interested in Rec. Dept's plans for parks. They aren't interested in partnerships to get things done. Close too early. Rec. Centers should be open Saturdays also. Bleachers & fences are embarrassingly dangerous.
4	DRAAA	<p>#4 Grass is seldom cut and baseball diamonds are NOT manicured good.</p> <p>#16 For same reason as #4 above. Playfields are usually vacant for use due to lack of overall activity by individuals, teams, etc.</p> <p>In some areas, we are generous in circling a #3. There is room for a lot of improvement by the Recreation Department.</p>
5	Rosedale - Grandmont Baseball	blank
6	Detroit Youth Soccer League	Staff does not seem willing to put forth extra effort or even full effort. Any question or request is often met with a sigh or near disgust.
7	Think Detroit	blank
8	Think Detroit	I am a frequent user of the facilities, all items receiving low ratings are from what (I) feel.
9	Think Detroit	They need more effort on keeping parks up.
10	Think Detroit	As stated before, we need more restrooms, water fountains
11	Think Detroit	Litter, litter, litter and lack of (clean) port-a-potty during games
12	Think Detroit	blank